

QUARTERLY REPORT OF SURAT CGRF FOURM

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

Quarter : Fourth 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	1	2
2	Grievances received during the quarter		0	2	2	6	0	7	17
3	Total Grievances (1+2)		0	2	2	7	0	8	19
4	Grievances redressed during the quarter		0	2	1	5	0	6	14
5	Balance Grievances to be redressed (3-4)		0	0	1	2	0	2	5
6.	Grievances Successfully redressed during the quarter	a) Within 30 days	0	1	0	1	0	3	5
		b) After 30 days	0	1	1	4	0	3	9
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	1	3	0	2	6
10	Number of Cases redressed in favor of the Consumers		0	1	0	2	0	3	6
11	Others		0	1	0	0	0	1	2
12	No. of sittings in the quarter		07						
13	No. of sitting attended by the Chairperson		07						
14	No. of sitting attended by the Technical Member		07						
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)- FOURTH QUARTER
JAN-25 TO MAR-25 FOR YEAR . -2024-25 (04/04/2025)**

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 implementat ion	Whether consume r approach ed the Ombuds man? Yes/No	Status of CGRF order/ implementation (Provide date of compliance in case order is implemented)
1	41/2024-25	Salim Talkies	Refund of security Deposit	18.02.2025	CGRF order to give refunf of security deposiy.	30 Days	NO	cgrf oreder is under implementation.
2	42/2024-25	Jayntibhai K Vakeria	Wrong billing due to excess fix charge	19.02.2025	CGRF order to give refunf for supplimentary bill .	30 Days	NO	cgrf oreder is under implementation.
3	43/2024-25	Shree Dutt Agro chem	old arrears	13.03.2025	CGRF order to process additional load of the consumer.	30 Days	NO	cgrf oreder is under implementation.
4	45/2024-25	Chamunda synthetic pvt. Ltd.	Wrong billing due to excess fix charge	29.03.2025	CGRF order to give refunf of supplimentary bill .	30 Days	NO	cgrf oreder is under implementation.
5	47/2024-25	Inara Polyfab Pvt Ltd	Power supply inturption and to refund cost of release of new connection.	04.03.2025	CGRF order to give quality power supply to the consumer.	30 Days	NO	cgrf oreder is under implementation.
6	49/2024-25	Brightbar Manufacturing Company	Refund of security Deposit	04.03.2025	CGRF order to give refunf of security deposiy.	30 Days	NO	cgrf oreder is under implementation.

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