

QUARTERLY REPORT BY FORUM											
Financial Year 2024-25											
Name of the Forum			Bhuj								
Quarter			3								
Format on quarterly report to be submitted by CGRF			Bhuj								
Format			I								
Sr. No.	Parameters		Delay in Restraining supply	Quality of supply	Meter problems	Billing problems	Quality of service	Delay in releasing new connection	Others	Total	Remarks
1	Grievances Pending at end of previous quarter		0	0	1	3	0	0	1	5	
2	Grievances received during the quarter		0	0	2	2	0	0	1	5	
3	Total Grievances (1+2)		0	0	3	5	0	0	2	10	
4	Grievances redressed during the quarter		0	0	2	5	0	0	1	8	
5	Balance Grievances to be Attended (3-4)		0	0	1	0	0	0	1	2	
6	Grievances successfully redressed during the quarter	a) Within 30 days	0	0	0	3	0	0	0	3	
		b) After 30 days	0	0	2	2	0	0	1	5	
		Total	0	0	2	5	0	0	1	8	
7	Grievances in the process of redressal		0	0	0	0	0	0	0	0	
8	Grievances Pending for more than 30 Days		0	0	0	0	0	0	1	1	
9	Number of Cases redressed in favour of Licensee		0	0	0	4	0	0	1	5	
10	Number of Cases redressed in favour of Consumers		0	0	2	1	0	0	0	3	
11	Others (Withdrawn)		0	0	0	0	0	0	0	0	
12	No. of sittings in the Quarter		2								
13	No. of sittings attended by Chairperson		2								
14	No. of sittings attended by Technical Member		1								
15	No. of sittings attended by Independent Member		2								

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 Judgement No. & Date	Order of CGRF in brief	Time period given in order for Implementation	Whether consumer approached the Ombudman ? Yes/No	Status of CGRF order/implementation (Provide date of completion in case order is implemented)
1	PG02/02/2024.25	Bairajba suraji Jadeja	exces bill in one time	109/15.1020 24	૩ બીલોંગ સાચકલ ની એવરેજ રકમ અરજદાર પાસે થી વસુલવા પાત્ર છે અને બાકી ના તફાવત યુનિટ રટબલ રીફંડ ને પાત્ર છે	Yes	No	total 28710 Unit amount 17226/-credited to consumer account hence CGRF order are implemented
2	PG02/004/2024.25	Radheshyam Devlopers	Faulty meter since long demand note received from PGVCL	121/16.11.20 24	પીજીવીસીએલ તરફથી રીડીંગ તફાવત ના ૯૭૩૯૨ યુનિટ ની રકમ રૂ ૮,૭૬,૭૧૩/- રદ થવા પાત્ર છે. જે અરજદાર ના આગામી વીજ બીલ માં જમા આપવાની આપવી.	Yes	No	AS per CGRF order Rs 800258/- Unit of 88897 credited to consumer Account on dtd 27.11.2024 hence CGRF order imlemented
3	PG03/002/2024.25	Gova Naya Kuman Harijan	Irregular bill in ele connection	131/31.12.20 24	આમ અરજદાર ને તારીખ ૨૪/૦૮/૨૦૨૩ ના લેબ રીપોર્ટ ને આધારે પીજીવીસીએલ પરપલેટ ૪.૪૦ યુનિટ નુ રૂ ૩૦૧૭૪૬/- બીલ યોગ્ય નથી અને રીફંડ ને પાત્ર છે આ રદ કરી સદરફુ રૂ ૩,૦૧,૭૪૬.૦૦ ની રકમ અરજદારને એમના આગામી વીજ બીલ આપવી.	Yes	No	
Format II								
Status of implementation of order of CGRF issued in favour of consumers (during the previous quarter)								
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 Ombudman? Yes/No	Status of CGRF order/implementation (Provide date of completion in case order is implemented)
1	PG01/03/2024.25	Chabaiya Vishal P	slowness meter bill	93/21.08.24	PGVCL revised slowness bill of 6 Month instead of slowness faulty meter average of six month bill issue	Yes	No	Total Amount 228191.76 credited to consumer account on dtd 24.09.2024 & Rs 2000/- registration refunded on dtd Hence CGRF order are imlemented
2	PG02/01/2024.25	Sodha Anopsinh Bhavaji	Exess Bill	101/10.09.24	પીજીવીસીએલે આપેલ જથ્થા દિવસ ના સ્લોનેશ બીલ ની જથ્થાએ ૧૮૦ દિવસ પ્રમાણે સ્લોનેશ ની ગણતરી કરી રીવાઈઝ બીલ અરજદાર ને આપયુ	Yes	No	As per CGRF order necessary amount of Rs 38547/- credited consumer account hence bhuj Forum order are implemented
3	PG01/01/2024.25	Sarojben N.panda	High voltage problem	92/21.08.24	PGVCL carried out maintaince work tc replacment etc within 15 days	Yes	No	As per CGRF order necessary mainainacne work carried out by the PGVCL hence bhuj forum order implemented