

# QUARTERLY REPORT BY FORUM

Name of the Forum

CGRF- AHMEDABAD

Quarter

Oct 24 to Dec 24

Financial Year

2024-25

Sr.No	Parameter		Delay in Restoring Supply	Quality of Supply	Meter Problem	Billing Problems	Quality of Service	Others	Total
1	Grievances Pending at end of previous quarter								
2	Grievances recieved during the quarter		1			8		1	10
3	Total grievances (1+2)		1			8		1	10
4	Grievances redressed during the quarter		1			8		1	10
5	Balance grievances to be attended (3-4)								
6	Grievances successfully redressed during the quarter	Within 30 days	1			7			8
		After 30 days				1		1	2
		Total	1			8		1	10
7	Grievances in the process of redressal								
8	Grievances pending for More than 30 days								
9	Number of cases redressed in favour of Licensee					2		1	3
10	Number of cases redressed in favour of Consumers		1			6			7
11	Others (S/W)								
12	No. of sittings in the quarter		6						
13	No. of sittings attended by Chairperson		6						
14	No. of sittings attended by Technical Member								
15	No. of sittings attended by Independent Member		6						

Note:		Grievances successfully redressed during the quarter	Grievances pending for More than 30 days
	Case No of more than 30 days		2
	Reason	Due to Diwali break and in one case applicant not remain present in 2 hearings.	

## Format II

## Status of implementation of order of CGRF issued in favour of consumers (during the current quarter)

Name of the Forum:

UGVCL

Quarter:

III

Year:2024-25

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 Ombudsman? Yes/No	Status of CGRF order implementation (Provide date of completion in case order is implemented)
1	UGA-03-002-2024-25	Amitkumar V Ukani	Waiver of additional deposits as well as interest charged thereon.	121/11.10.24	The applicant is exempted from payment of additional security deposit for the year 2023-24.	21 days from the date of receipt of order	NO	
2	UGA-03-003-2024-25	Trivedi Shirishkumar Mansukhlal	To get refund due to wrongly levied electricity duty in residential electricity connection and wrongly generated bill.	131/23.10.24	To deposit the electricity duty charges of Rs.2565.48 demanded by the petitioner in the petitioner's account.	21 days from the date of receipt of order	Yes	29.10.24
3	UGA-03-004-2024-25	Patel Dipakkumar vasantlal	To cancel LT to HT SUOMOTO estimate	122/11.10.24	UGVCL to continue 100 KW power connection as LT connection by paying to the applicant two years minimum charge of difference between contracted power and HT demand. If the applicant consumes more than 5% of the contracted	21 days from the date of receipt of order	No	
4	UGA-03-007-2024-25	Sat Nirman c/o Gopeshbhai G Sutariya	Delay in getting power supply.	145/13.12.24	Proceedings to provide power connection to the applicant from the existing temporary power overhead line as an interim disposal till completion of the underground work. After the underground is completed, the applicant should be electrified through the underground and take down the existing overhead line.	21 days from the date of receipt of order	No	
5	UGA-03-008-2024-25	Hansaben Vinodkumar Parmar	Regarding non-grant of new electricity connection by UGVCL due to objection.	146/13.12.24	Get the indemnity bond from the applicant and take the process of providing electricity connection immediately.	21 days from the date of receipt of order	No	
6	UGA-03-009-2024-25	Prajapati Bansilal	To cancel wrong average bill given due to meter fault.	147/13.12.24	Forum ordered to issue revise bill as per MRI data. If MRI data not getting due to any reason, bill should be issued for 2244 units.	21 days from the date of receipt of order	No.	
7	UGA-03-010-2024-25	Valand Gopalbhai Joitabhai	His meter should be checked in the laboratory and an MRI report should be made. Excess bill due to meter fault should be credited. Finally the Rs. 600 deducted in last bill also to be credited in bill.	148/13.12.24	Revised bill of 0.5 units per day for 316 days from 23.6.2023 to 04.05.2024. Deposit of Rs.600/- borrowed in Vijbil of applicant dated July-August 24 due to non-production of documentary evidence.	21 days from the date of receipt of order	No	17.12.24

**Format II**

**Status of pending implementation of order of CGRF issued in favour of consumers (during the previous quarters)**

**Name of the Forum**

**UGVCL**

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 Ombudsman? Yes/No	Status of CGRF order implementation (Provide date of completion in case order is implemented)
1	UGA-01-005-2024-25	Manojkumar Becharbhai Patel	Applicant has asked to provide power supply from JGY feeder instead of agricultural feeder	60/6.7.24	Forum has ordered that estimate for providing power supply from JGY feeder instead of agricultural feeder is requested to be sent to the applicant and further action as per company rules after payment of estimate.	21 days from the date of receipt of order	No	30.7.24
2	UGA-02-002-2024-25	Mahaveer Glass Enterprise	Applicant has registered complaint regarding excess amount charged in their energy bills.	77/26.7.24	Forum has ordered that the effective date of additional load 250 (750 to 1000) kVA is to be considered 11.03.2024 instead of 21.03.2024 and energy bill may be revised according as per tariff.	21 days from the date of receipt of order	Yes	
3	UGA-02-011-2024-25	Desai Khodabhai Haribhai	Applicant has registered complaint regarding refund of security deposit amount after finalization of temporary connection	98/17.8.24	Forum has ordered that after finalization of bill applicant has to paid Rs.141.86.	21 days from the date of receipt of order	No	29.8.24
4	UGA-02-014-2024-25	Katara Babubhai Shakrabhai	Applicant has registred complaint regarding shifting of line.	104/3.9.24	Forum has ordered to straighten a bent pole immediately.Distance the existing line away from the house by angling the existing pole with aerial bunch cable or coated conductor.	21 days from the date of receipt of order	No	2545/11.10.24
5	UGA-02-015-2024-25	Rudram Polyfab	Applicant has registered complaint regarding change of name application rejected by UGVCL with remark "PROPERTY IS IN MORTGAGE WITH BANK. CLARIFY"	105/3.9.24	Forum has ordered that Processing of name change should be done after payment of 1 year security deposit from the applicant	21 days from the date of receipt of order	No	16.10.24