

Format II

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

Name of the Forum:

UGVCL

Quarter:

IV

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-04-007-2024-25 | Mehul Arvindbhai Trivedi | High Bill for month of Jun-24 | 33/26.3.25 | Forum ordered to issue revise the bill for June-2024 as per the electricity consumption of 3095 units in June 2023. | 21 days from the date of receipt of order | | |
| 2 | UGA-04-008-2024-25 | Kaushik N Patel | Applicant wants to PDC his electricity connection which was released in name of his tenant. | 34/28.3.25 | Forum ordered that UGVCL has to ask the tenant to renew the rental agreement and deposit it within the time limit. If the rental agreement is not deposited within the time limit, further action is requested as per the rules. | 21 days from the date of receipt of order | | |

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-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 | 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 | |

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| 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 |