

## ANNEXURE II

### QUARTERLY REPORT BY FORUM

**Name of the Forum : CGRF Mehsana**

**Quarter: 3**

**Financial Year : 2024-25**

**Format I**

Sr. No.	Parameters	Delay in Restoring Supply	Quality of Supply	Meter Problems	Billing Problems	Quality of Service	Others	Total
<b>1</b>	Grievances pending at the end of previous quarter	0	0	0	0	0	0	<b>0</b>
<b>2</b>	Grievances received during the quarter	1	1	3	3	0	2	<b>10</b>
<b>3</b>	Total grievances (1+2)	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>10</b>
<b>4</b>	Grievances redressed during the quarter	1	1	3	3	0	1	<b>9</b>
<b>5</b>	Balance grievances to be attended (3-4)	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b>6</b>	Grievances successfully redressed during the quarter	Within 30 day	0	0	1	0	0	<b>1</b>
		After 30 days along with reasons in brief	1	1	2	3	0	<b>8</b>
		Total	<b>1</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>9</b>
<b>7</b>	Grievances in the process of redressal	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
<b>8</b>	Grievances pending for more than 30 days along with reasons in brief	0	0	0	0	0	0	<b>0</b>
<b>9</b>	Number of Cases redressed in favour of the Licensee	1	0	2	1	0	0	<b>4</b>
<b>10</b>	Number of Cases redressed in favour of the Consumers	0	1	1	2	0	1	<b>5</b>
<b>11</b>	Others	0	0	0	0	0	0	<b>0</b>
<b>12</b>	No. of sittings in the quarter	3						
<b>13</b>	No. of sitting attended by the Chairperson	2						
<b>14</b>	No. of sitting attended by the Technical Member	1						
<b>15</b>	No. of sitting attended by the Independent Member	3						

**\* Cases redressed after 30 days due to applicants not remained present and also non-availability of members.**

**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 judgment 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 compliance in case order is implemented)
1	UGM-03-001-2024-25	Principal, Model School	To control heavy voltage in the school.	70	Complaint resoved prior Forum orders.	--	No	--
				28/11/24				
2	UGM-03-005-2024-25	Shree Chamunda Agro Industries	To refund electricity duty wrongly charged in billing.	73	Forum ordered to refund Electricity Duty wrongly charged in billing.	30	No	UGVCL approached Electricity Duty Department of Government Gujarat for refund.
				28/11/24				
3	UGM-03-006-2024-25	Patel Bharatbhai Joitaram	To cancel suo-moto notice and to reduce contracted load.	87	Forum ordered to cancel suo-moto notice if consumer pays minimum agreement period for two years.	30	No	Order under implementation.
				30/12/24				
4	UGM-03-007-2024-25	Dhukka Mohmad Idrish Adambhai	To replace alluminium wires by cable wire and to shift line and pole.	89	Forum order to shift pole and lines on the payment of estimate by the applicant.	30	No	Order under implementation.
				30/12/24				
5	UGM-03-009-2024-25	Govindkumar Ravindrakumar Varde	Received bills due to faulty meter.	88	Complaint resoved prior Forum orders.	--	No	--
				30/12/24				

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

[illegible]