

QUARTERLY REPORT OF SURAT CGRF FOURM

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

Quarter : FIRST Quarter Financial Year : 2025-26

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	1	2	0	2	5
2	Grievances received during the quarter	0	4	4	1	0	4	13
3	Total Grievances (1+2)	0	4	5	3	0	6	18
4	Grievances redressed during the quarter	0	3	5	2	0	5	15
5	Balance Grievances to be redressed (3-4)	0	1	0	1	0	1	3
6.	Grievances Successfully redressed during the quarter	a) Within 30 days	0	4	3	0	0	10
		b) After 30 days	0	0	1	2	0	5
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	0	1	0		1
10	Number of Cases redressed in favor of the Consumers	0	0	2	0	0	3	5
11	Others	0	3	3	1		2	9
12	No. of sittings in the quarter				05			
13	No. of sitting attended by the Chairperson				05			
14	No. of sitting attended by the Technical Member				05			
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)- FIRST QUARTER
APRIL-25 TO JUNE-25 FOR YEAR . -2025-26 (05/0/2025)

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	DG-24	M/S Amba enterprise	excess bill given	19-05.2025	forum order to revise thee bill and allow applicant for to test meter in other laboraory .	30	no	under implementation
2	DG-28	K.B.Vaghmashi	new connection	30.04.2025	forum order to give new connection after fullfillment of documents	30	no	under implementation
3	2/2025 -26	M/s Om Sai Vision	Refund of Security Deposit	12-05-2025	forum order to refund security deposit as pr notms	30	no	under implementation
4	3/2025 -26	M/s Shreeji Spinning Private Limited	Excess estimate	11-06-2025	forum order to give estimate as per norm's of GERC	30	no	under implementation
5	7/2025 -26	Shri Madhukar Shankar Patil	Slowness of meter	11-06-2025	FORUM ORDER TO REVISE BILL FOR SIX MIONTH	30	no	under implementation

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 implementation	Whether consumer approached the Ombudsman? 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.