

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                  | 3      | 10    |
|        |  | b) After 30 days  | 0                         | 0                 | 1             | 2                | 0                  | 2      | 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 )**

| <b>sr.no</b> | <b>Case No.</b> | <b>Name of Applicant</b>             | <b>Subject of the case in brief</b> | <b>CGRF Judgment No. and Date</b> | <b>Order of CGRF in brief</b>  | <b>Time period given in order for implementation</b> | <b>Whether consumer approached the Ombudsman? Yes/No</b> | <b>Status of CGRF order/ implementation (Provide date of compliance in case order is implemented)</b> |
|--------------|-----------------|--------------------------------------|-------------------------------------|-----------------------------------|--|--|--|---|
| 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 )**

| <b>sr.no</b> | <b>Case No.</b> | <b>Name of Applicant</b>        | <b>Subject of the case in brief</b>  | <b>CGRF Judgment No. and Date</b> | <b>Order of CGRF in brief</b>                            | <b>Time period given in order for implementation</b> | <b>Whether consumer approached the Ombudsman? Yes/No</b> | <b>Status of CGRF order/ implementation (Provide date of compliance in case order is implemented)</b> |
|--------------|-----------------|---------------------------------|--|-----------------------------------|--|--|--|---|
| 1            | 41/2024-25      | Salim Talkies                   | Refund of security Deposit   | 18.02.2025                        | CGRF order to give refund of security deposit.           | 30 Days  | NO   | cgrf order is under implementation.   |
| 2            | 42/2024-25      | Jaytibhai K Vakeria             | Wrong billing due to excess fix charge                                     | 19.02.2025                        | CGRF order to give refund for supplementary bill .       | 30 Days  | NO   | cgrf order 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 order 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 refund of supplementary bill .        | 30 Days  | NO   | cgrf order is under implementation.   |
| 5            | 47/2024-25      | Inara Polyfab Pvt Ltd           | Power supply interruption 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 order is under implementation.   |
| 6            | 49/2024-25      | Brightbar Manufacturing Company | Refund of security Deposit   | 04.03.2025                        | CGRF order to give refund of security deposit.           | 30 Days  | NO   | cgrf order is under implementation.   |