

ANNEXURE II

QUARTERLY REPORT BY FORUM

Name of the Forum : Circle CGRF UGVCL Himatnagar

Quarter: 1

Financial Year : 2025-26

Format I

Sr. No.	Parameters		Delay in Restoring Supply	Quality of Supply	Meter Problems	Billing Problems	Quality of Service	Others	Total
1	Grievances pending at the end of previous quarter		0	0	0	0	1	0	1
2	Grievances received during the quarter		0	4	1	6	4	4	19
3	Total grievances (1+2)		0	4	1	6	5	4	20
4	Grievances redressed during the quarter		0	3	1	1	3	3	11
5	Balance grievances to be attended (3-4)		0	1	0	5	2	1	9
6	Grievances successfully redressed during the quarter	Within 30 day	0	3	1	1	3	3	11
		After 30 days along with reasons in brief	0	0	0	0	0	0	0
		Total	0	3	1	1	3	3	11
7	Grievances in the process of redressal		0	1	0	5	2	1	9
8	Grievances pending for more than 30 days along with reasons in brief		0	0	0	0	0	0	0
9	Number of Cases redressed in favour of the Licensee		0	0	0	0	2	0	2
10	Number of Cases redressed in favour of the Consumers		0	3	1	1	1	3	9
11	Others		0	0	0	0	0	0	0
12	No. of sittings in the quarter		1						
13	No. of sitting attended by the Chairperson		1						
14	No. of sitting attended by the Independent Member		1						
15	No. of sitting attended by the Consumer Representative		1						
16	No. of sitting attended by the Prosumer Representative		0						
17	No. of sitting attended by the Finance Member		1						

FY 2025-26	Quarter-1
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Format - II

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	UG 132	Raval Sardaben Vasudevabhai	To give JGY power supply at existing RGPR connection.	2887 Dtd. 23.06.2025	To give JGY power supply if there is no any Ag connection exist and no any line work required.		No	Under implementation
2	UG 134	Hanifbhai Bhikhabhai Chothiya	To re-connect the NRGPR connection in respect of their father's name Bhikhabhai Rasulbhai Ganchi having consumer number 29201024312 of 1.5 KW.	2889 Dtd. 23.06.2025	As the premises where said NRGPR connection released earlier is not exist, so order pass to process for PDC of said connection.		No	Implemented on 17.07.2025
3	UG 136	Mahalaxmi Oil Mill	Applicant requested to provide quality of power supply on 11 LV Karanpur (JGY) feeder so that uninterrupted power supply remain at their HT connection 33816 of 475 KVA in respect of Mahalaxmi Oil Mill.	2895 Dtd. 23.06.2025	Completed the feeder maintenance of 11 KV Karanpur (JGY) feeder within 20 Days and also see the feeder bifurcation from Newly commissioning 66 KV Kheda sub-station.		No	Under implementation
4	UG 137	MahmadYunus Daudbhai Jethara	To give New AG connection at LS- 343 and disconnect Existing AG connection released in LS-342 in the name of Sumitraben Gokalbhai Patel because UGVCL had released said AG connection in his borewell prepared in LS-343.	2893 Dtd. 23.06.2025	To issue Notice to Sumitraben Gokalbhai Patel & ask to submit the fresh Namuna-16 of LS-342.		No	Now Sumitraben had file the CGRF complaint on Dtd.16.07.2025
5	UG 139	Pradhyumansinh Pravinsinh Rathod	Applicant utilized the premises since Jun-2021 having consumer number 23408100683 of 45 KW & in the name of Dilipbhai Vasudevabhai Aasvani for Hotel purpose and requested for not to disconnect said connection.	2885 Dtd. 23.06.2025	As the applicant utilized the premises since Jun-2021 and only Selldeed pending for connection 23408100683 of 45 KW and Special Civil suit No. 1/2024 pending in court, kept said connection as it is till court decision.		No	Closed.

