

ANNEXURE II
QUARTERLY REPORT BY FORUM

Name of the Forum : Corporate CGRF UGVCL Mehsana

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	0	0	0
2	Grievances received during the quarter	0	0	0	6	0	1	7
3	Total grievances (1+2)	0	0	0	6	0	1	7
4	Grievances redressed during the quarter	0	0	0	4	0	0	4
5	Balance grievances to be attended (3-4)	0	0	0	2	0	1	3
6	Grievances successfully redressed during the quarter	Within 30 day	0	0	0	4	0	4
		After 30 days along with reasons in brief	0	0	0	0	0	0
		Total	0	0	0	4	0	4
7	Grievances in the process of redressal	0	0	0	2	0	1	3
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	2	0	0	2
10	Number of Cases redressed in favour of the Consumers	0	0	0	2	0	0	2
11	Others	0	0	0	0	0	0	0
12	No. of sittings in the quarter	2						
13	No. of sitting attended by the Chairperson	2						
14	No. of sitting attended by the Independent Member	2						
15	No. of sitting attended by the Consumer Representative	2						
16	No. of sitting attended by the Prosumer Representative	2						
17	No. of sitting attended by the Finance Member	2						

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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	UG127	Champeshwar Iron & Steel Pvt. Ltd.	To correct bills of January-25 and February-25 wrongly calculated due to delay in UGVCL meter clock.	15 06-06-2025	Forum order to calculate Bills for the month of January-25 and February-25 as per HTP-IV tariff.	--	No	Under implementation
2	UG128	Vivekanand Cotspin LLP	Security deposit in name change application not being calculated as per GERC Notification No.8.	16 06-06-2025	The forum directs the electricity company to calculate the applicant's security deposit as per GERC, Security Deposit Regulation 2005, Notification No.8 of 2005, Clause 4.6.	--	No	Under implementation

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