

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

