

Quarter		Apr 25 to Jun 25			Financial Year		2025-26		
Sr.No	Parameter		Delay in Restoring Supply	Quality of Supply	Meter Problem	Billing Problems	Quality of Service	Others	Total
1	Grievances Pending at end of previous quarter								
2	Grievances recieved during the quarter							1	1
3	Total grievances (1+2)							1	1
4	Grievances redressed during the quarter							1	1
5	Balance grievances to be attended (3-4)								
6	Grievances successfully redressed during the quarter	Within 30 days						1	1
		After 30 days							
		Total						1	1
7	Grievances in the process of redressal								
8	Grievances pending for More than 30 days								
9	Number of cases redressed in favour of Licensee								
10	Number of cases redressed in favour of Consumers							1	1
11	Others (S/W)								
12	No. of sittings in the quarter		1						
13	No. of sittings attended by Chairperson		1						
14	No. of sittings attended by Technical Member		1						
15	No. of sittings attended by Prosumer Representative		1						
16	No. of sittings attended by Consumer Representative		1						
17	No. of sittings attended by Finance Member		1						

Format II

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

Name of the Forum:

UGVCL

Quarter:

I

Year:2025-26

Sr No	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgement 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 completion in case order is implemented)
1	UGS-01-001-2025-26 (UG1	CHHANTBAR KAUSHAL VASANTLAL	Application for new connection is rejected by sub division office.	37/30.06.25	Forum ordered, according to Clause number 4.16 of the Gujarat Electricity Regulatory Commission Regulation 2015, the Deputy Engineer of the Dahgam City Sub-Divisional Office is instructed to proceed with the action to provide an electricity connection upon submission of a certificate or proof by the applicant stating that they are the owner or occupant of the said property.	Until the complainant submits the necessary documents.		

Format II**Status of pending implementation of order of CGRF issued in favour of consumers (during the previous quarters)****Name of the Forum****UGVCL**

Sr No	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgement No. & Date	Order of CGRF in brief	Time period given in order for implementation	Wheather consumer approached the Ombudsman? Yes/No	Status of CGRF order implementation (Provide date of completion in case order is implemented)