

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 received 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)

Quarter:

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Year:2025-26

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)
1	UGS-01-001-2025-26 (UG19)	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 CGR^F issued in favour of consumers (during the previous quarters)

Name of the Forum

UGVCL