

ANNEXURE II

QUARTERLY REPORT BY FORUM

Name of the Forum : Circle CGRF UGVCL Himatnagar

Quarter:2

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	3	2	4	9
2	Grievances received during the quarter		0	0	1	5	2	3	11
3	Total grievances (1+2)		0	0	1	8	4	7	20
4	Grievances redressed during the quarter		0	0	1	8	4	7	20
5	Balance grievances to be attended (3-4)		0	0	0	0	0	0	0
6	Grievances successfully redressed during the quarter	Within 30 day	0	0	1	4	2	4	11
		After 30 days along with reasons in brief	0	0	0	4	2	3	9
		Total	0	0	1	8	4	7	20
7	Grievances in the process of redressal		0	0	0	0	0	0	0
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	1	2	5
10	Number of Cases redressed in favour of the Consumers		0	0	1	4	2	5	12
11	Others		0	0	0	1	1	1	3
12	No. of sittings in the quarter								4
13	No. of sitting attended by the Chairperson								4
14	No. of sitting attended by the Independent Member								4
15	No. of sitting attended by the Consumer Representative								3
16	No. of sitting attended by the Prosumer Representative								1
17	No. of sitting attended by the Finance Member								4

FY 2025-26	Quarter-2
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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 275	VANKAR ISHWARBHAI MAVJIBHAI	Not to shift LT Pole near applicant's House	26.9.2025	Refund the estimate Paid by Opponent and not to shift the Pole due to Objection.	21 Day	No	Under implementation
2	UG 270	PATEL RAMANBHAI KALABHAI	The Ag connection made PDC without any information.	23.9.2025	There is no any due pending at present may release connection in same tariff till 5 years as PDC RC.	21 Day	No	Under implementation
3	UG 254	PATEL SUMITRABEN GOBARBHAI	Due to Pending Civil Cases under court previous CGRF judgement to keep on hold for Ag connection	26.9.2025	Due to Pending Civil Cases under court the status to maintain as it is .	21 Day	No	Under implementation
4	UG 253	SKT OIL SEEDS AND AGRO EXP LTD	Voltage Fluctuation issue	21.8.2025	During 7.7.2025 visit after transformer replacement found voltage within limit	21 Day	No	21.8.2025
5	UG 220	MAKAWANA AMRAJI KUBERJI	Bill Amount paid online not reflected in Consumer Account	23.06.2025	Amount reflected in consumer account	21 Day	No	14.7.2025
6	UG 215	ARCHNABEN HEMENDRAKUMAR VORA	Meter not showing reading	8.7.2025	Faulty meter replaced by sub division office	21 Day	No	8.7.2025
7	UG 213	PATEL RITABEN ASHESHKUMAR	Bill related issue	21.7.2025	Due to cy change to cy 8 smart replacement consumer delivered with bill in hardcopy as well on e mail also	21 Day	No	21.7.2025
8	UG 212	RATHOD BALDEVSING JETHUSING	High Electricity bill Amount	5.7.2025	2.7.2025 consumer visited office and resolved with billing correction.	21 Day	No	5.7.2025
9	UG 133	Bharatbhai Natvarbhai Patel	High Electricity bill Amount	22.8.2025	Due to long time zero unit bill slab wise recalculated bill served to consumer	21 Day	No	28.8.2025
10	UG 135	Saritaben K Kalasava	Service coonection disconnected since long time . The Transformer was shifted as per application of solar project.	22.8.2025	Service line restored with new service line as per request by applicant	21 Day	No	28.8.2025
11	UG 144	Umiya Cold Storage	Request to make HT PDc	26.9.2025	Action to complete within 30 Days for PDC and SD Refund	21 Day	No	Under implementation
12	UG 208	Jagdishbhai Bipinchandra Pathak	Rely from staff was not satisfactory	21.7.2025	The concerened staff instructed to reply any consumer politely	21 Day	No	21.7.2025

Format - II

Status of pending implementation of order of CGRF issued in favour of consumers (during the previous 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)
3	UG 35	Harshadbhai V Doshi	1. Applicant requested to made PDC of existing Ag connection in the name of Vrundavanbhai Karamchandbhai Doshi, consumer no. 75828101072, LS- 144 at Village Kolundra which was sold by him before 10 Years. 2. Applicant requested to shift his existing Ag connection having consumer no. 75830100827 at LS-112 Village Zeriawada to LS-118 Village Pahadiya Taluka Meghraj.	2891 Dtd. 23.06.2025	1. As the applicant had sold the Ag Land before 10 Year, order pass to process for Change the Name as per Norms of UGVCL. 2. Get the approval for AG shifting for Consumer No. 75830100827 at at LS-112 Village Zeriawada to LS-118 Village Pahadiya Taluka Meghraj.	21 Days	No	Party still not Applied