ANNEXURE II

QUARTERLY REPORT BY FORUM

Name of the Forum : Corporate CGRF UGVCL Mehsana
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	2	0	1	3
2	Grievances received during the quarter		0	0	0	7	0	1	8
3	Total grievances (1+2)		0	0	0	9	0	2	11
4	Grievances redressed during the quarter		0	0	0	9	0	2	11
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	0	7	0	2	9
		After 30 days along with reasons in brief	0	0	0	2	0	0	2
		Total	0	0	0	9	0	2	11
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	0	1	3
10	Number of Cases redressed in favour of the Consumers		0	0	0	7	0	1	8
11	Others		0	0	0	0	0	0	0
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		4						
16	No. of sitting attended by the Prosumer Representative		4						
17	No. of sitting attended by the Finance Member		4						

FY 2025-26	Quarter-2

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	UG171	M/s. Bluecraft Business Venture LLP.	Regarding the provision of a set of solar generated banking units.	39 31-07-2025	Permitted banked energy to be calculated as per GERC (T&C for Green Energy Open Access) Regulation 2024 Notification No.8/2024 Clause No.17.6(vi) after real time setoff in 15 minutes slots.	--	No	Not implemented
2	UG195	M/s. Singhal Industries Pvt. Ltd.	To waive arrears of supplementary bill for meter slowness considering the consumption pattern of previous corresponding months.	40 31-07-2025	UGVCL to revise 1st slowness bill considering slowness of 35.45% and 2nd bill considering slowness of 27.68%.	--	No	Applicant has paid revised bill.
3	UG219	M/s Bhagwati Flour Milling Pvt. Ltd.	Request for clarification and correction of Banked Energy Set-Off for April-2025 Bill.	37 31-07-2025	Permitted banked energy to be calculated as per GERC (T&C for Green Energy Open Access) Regulation 2024 Notification No.8/2024 Clause No.17.6(vi) after real time setoff in 15 minutes slots.	--	No	Not implemented
4	UG218	M/s Sagar Drugs and Pharmaceuticals Pvt. Ltd.	Request for clarification and correction of Banked Energy Set-Off in April-25 & May-25 bills.	38 31-07-2025	Permitted banked energy to be calculated as per GERC (T&C for Green Energy Open Access) Regulation 2024 Notification No.8/2024 Clause No.17.6(vi) after real time setoff in 15 minutes slots.	--	No	Not implemented
5	UG230	Patel Naranbhai Jivanbhai	Matters of permanent disconnection of electricity connection and issuing of incorrect electricity bills.	48 18-09-2025	TDC to be considered from April-25 and PDC after 6 months from TDC and bill to be calculated accordingly.	--	No	Applicant has paid revised bill on 29.09.2025.
6	UG231	M/s GTEX	Recalculate our electricity bill and give us set of for our 100% banked solar generated unit as per GERC regulation from 30.03.2025.	49 18-09-2025	Permitted banked energy to be calculated as per GERC (T&C for Green Energy Open Access) Regulation 2024 Notification No.8/2024 Clause No.17.6(vi) after real time setoff in 15 minutes slots.	--	No	Not implemented
7	UG256	M/s Kotak Polypack Industries	Reduction of Contracted load from 425 KVA to 200 KVA.	50 18-09-2025	Granted installments of Rs.1,50,000/- pm and UGVCL to reduce load with indemnity bond after payment of 1st installment.	--	No	Under implementation
8	UG280	M/s Aamanya Organics Pvt. Ltd.	Request for waiver of Electricity Bills.	Order still to be signed by CGRF Members.	Minimum Bill to be cancelled for the period from 31.8.2024 to 16.02.2025.	--	No	--

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
	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL