

QUARTERLY REPORT OF CORPORATE CGRF FOURM

Name of the Forum : Corporate Level CGRF-Surat, DGVCL, Surat.

Quarter : First Quarter Financial Year : 2026-27

Sr. No	Parameters		Delay in restoring supply	Quality of supply	Meter problem	Billing problems	Quality of service	Others	Total
1	Grievances Pending at the end of previous quarter		0	0	0	0	0	0	0
2	Grievances received during the quarter		0	1	0	1	0	12	14
3	Total Grievances (1+2)		0	1	0	1	0	12	14
4	Grievances redressed during the quarter		0	1	0	1	0	12	14
5	Balance Grievances to be redressed (3-4)		0	0	0	0	0	0	0
6.	Grievances Successfully redressed during the quarter	a) Within 30 days	0	0	0	1	0	9	10
		b) After 30 days	0	1	0	0	0	3	4
7.	Grievances in the process of Redressal		0	0	0	0	0	0	0
8.	Grievances pending for more than 30 Days		0	0	0	0	0	0	0
9	Number of Cases redressed in favor of the Licensee		0	0	0	1	0	2	3
10	Number of Cases redressed in favor of the Consumers		0	1	0	0	0	7	8
11	Others		0	0	0	0	0	3	3
12	No. of sittings in the quarter		05						
13	No. of sitting attended by the Chairperson		05						
14	No. of sitting attended by the Member Finance		05						
15	No. of sitting attended by the Independent Member		05						
16	No. of sitting attended by the Member (Consumer)		03						
17	No. of sitting attended by the Member (Prosumer)		05						

Note- 04 nos of Cases Judgment given after 30 Days reason thereof is as under:

1. One of the case applicant is not appeared after giving 03 Nos of Notices hence Ex-parte decision was taken.(DG-443)

2. Due to non-availability of the member required to hear the cases. Chairman , Member Finance representative of consumer (DG-437, DG-443, DG-451)

3. The 04 Nos of applicants details is as under:

Sr. No.	Complain No. for CGRF Year 26-27 As per portal	Name of Complainant.
1	DG-433	M/S Varnam Textile
2	DG-437	M/S INARA POLY FAB PRIVATE LIMITED
3	DG-443	BHAVESHBHAI TALSHIBHAI KAJAVADRA
4	DG-451	Gujarat Metro Rail Corporation Limited

Format II.

Status of pending implementation of order of CGRF issued in favour of consumers (during the current quarter)- **First QUARTER April-26 To June-26 FOR YEAR -2026-27**

sr.no	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgment No. and 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	DG-436	M/S GANGA RASAYANIE PVT.LTD.	DGVCL is issued estimate of higher charges and not as per GERC norms hence refund charges with interest.	28.04.2026	Forum Order to give refund of Pro-rata charges.	30	No	Under Implementation
2	DG-437	M/S INARA POLY FAB PRIVATE LIMITED	Frequent power interruptions and poor quality of power supply and due to which huge losses to the complainant	22.06.2026	CGRF Ordered that to give quality and reliable power supply to the Complainant.	30	No	Under Implementation

sr.no	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgment No. and 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	DG-443	BHAVESHBHAI TALSHIBHAI KAJAVADRA	Complaint regarding wrong estimate and access charges.	25.06.2026	CGRF Ordered that to take action as per the norms of the company to give the new connection	30	No	Under Implementation
4	DG-451	Gujarat Metro Rail Corporation Limited	Request for direction to submit Final Bills against advances released for shifting of electrical utilities	25.06.2026	CGRF Ordered to finalized pending bill within 7 days and other 9nos of pending bills are already finalized for which refund/recovery to be completed as per norms.	30	No	9nos of pending bills are already finalized for which refund/recovery to be completed as per norms.
5	DG456	M/S ALAKH TEXTILE	Not sealing of CT coil and Duty Meter	25.06.2026	CGRF Ordered to Necessary Duty meter and CT coil is sealing done.	30	No	Sealing is done and order is implemented
6	DG457	M/S KENMAX FAB	Not sealing of CT coil and Duty Meter	25.06.2026	CGRF Ordered to Necessary Duty meter and CT coil is sealing done.	30	No	Sealing is done and order is implemented

sr.no	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgment No. and 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)
7	DG458	M/S LYOCELL WEAVES PRIVATE LIMITED	Not sealing of CT coil and Duty Meter	25.06.2026	CGRF Ordered to Necessary Duty meter and CT coil is sealing done.	30	No	Sealing is done and order is implemented
8	DG459	M/S ZANZAR TEXTILE LLP	Not sealing of CT coil and Duty Meter	25.06.2026	CGRF Ordered to Necessary Duty meter and CT coil is sealing done.	30	No	Sealing is done and order is implemented