

## ANNEXURE II

### QUARTERLY REPORT BY FORUM

Name of the Forum: Morbi,  
Quarter: 01, Quarter Financial Year: 2026-27

#### Format I

| 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                         | 0                 | 0             | 0                | 4                  | 0      | 4     |
| 3      | Total Grievances (1+2)                                                      |                                                        | 0                         | 0                 | 0             | 0                | 4                  | 0      | 4     |
| 4      | Grievances redressed during the quarter                                     |                                                        | 0                         | 0                 | 0             | 0                | 1                  | 0      | 1     |
| 5      | Balance Grievances to be redressed (3-4)                                    |                                                        | 0                         | 0                 | 0             | 0                | 3                  | 0      | 3     |
| 6      | Grievances Successfully redressed during the quarter                        | a) Within 30 days                                      | 0                         | 0                 | 0             | 0                | 1                  | 0      | 1     |
|        |                                                                             | b) After 30 days<br><b>along with reasons in brief</b> | 0                         | 0                 | 0             | 0                | 0                  | 0      | 0     |
|        |                                                                             | Total                                                  | 0                         | 0                 | 0             | 0                | 1                  | 0      | 1     |
| 7      | Grievances in the process of redressal                                      |                                                        | 0                         | 0                 | 0             | 0                | 3                  | 0      | 3     |
| 8      | Grievances pending for more than 30 Days <b>along with reasons in brief</b> |                                                        | 0                         | 0                 | 0             | 0                | 1                  | 0      | 1     |
| 9      | Number of Cases redressed in favour of the Licensee                         |                                                        | 0                         | 0                 | 0             | 0                | 0                  | 0      | 0     |
| 10     | Number of Cases redressed in favour of the Consumers                        |                                                        | 0                         | 0                 | 0             | 0                | 0                  | 0      | 0     |
| 11     | Others                                                                      |                                                        | 0                         | 0                 | 0             | 0                | 1                  | 0      | 1     |
| 12     | No. of sittings in the quarter                                              |                                                        | 0                         |                   |               |                  |                    |        |       |
| 13     | No. of sitting attended by the Chairperson                                  |                                                        | 0                         |                   |               |                  |                    |        |       |
| 14     | No. of sitting attended by the Independent Member                           |                                                        | 0                         |                   |               |                  |                    |        |       |
| 15     | No. of sitting attended by the Representative of Consumer                   |                                                        | 0                         |                   |               |                  |                    |        |       |
| 16     | No. of sitting attended by the Representative of prosumer                   |                                                        | 0                         |                   |               |                  |                    |        |       |
| 17     | No. of sitting attended by the Finance Member                               |                                                        | 0                         |                   |               |                  |                    |        |       |

**Format II****Status of pending implementation of order of CGRF issued in favour of consumers (during the Current quarter)**

| <b>Sr. No.</b> | <b>Case No.</b> | <b>Name of Applicant</b> | <b>Subject of the case in brief</b> | <b>CGRF Judgment No. and Date</b> | <b>Order of CGRF in brief</b> | <b>Time period given in order for implementation</b> | <b>Whether consumer approached the Ombudsman? Yes/No</b> | <b>Status of CGRF order/ implementation (Provide date of compliance in case order is implemented)</b> |
|----------------|-----------------|--------------------------|-------------------------------------|-----------------------------------|-------------------------------|------------------------------------------------------|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
|                | Nil             | Nil                      | Nil                                 | Nil                               | Nil                           | Nil                                                  | Nil                                                      | Nil                                                                                                   |
|                |                 |                          |                                     |                                   |                               |                                                      |                                                          |                                                                                                       |

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

| <b>Sr. No.</b> | <b>Case No.</b> | <b>Name of Applicant</b> | <b>Subject of the case in brief</b> | <b>CGRF Judgment No. and Date</b> | <b>Order of CGRF in brief</b> | <b>Time period given in order for implementation</b> | <b>Whether consumer approached the Ombudsman? Yes/No</b> | <b>Status of CGRF order/ implementation (Provide date of compliance in case order is implemented)</b> |
|----------------|-----------------|--------------------------|-------------------------------------|-----------------------------------|-------------------------------|------------------------------------------------------|----------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
|                | Nil             | Nil                      | Nil                                 | Nil                               | Nil                           | Nil                                                  | Nil                                                      | Nil                                                                                                   |
|                |                 |                          |                                     |                                   |                               |                                                      |                                                          |                                                                                                       |