

ANNEXURE II

QUARTERLY REPORT BY FORUM

Name of the Forum : Circle CGRF UGVCL Himatnagar

Quarter:1

Financial Year : 2026-27

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

FY 2026-27	Quarter-1
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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	HMT-01-001-2026	પટેલ ભરતભાઈ ધનાભાઈ	ગ્રાહક નંબર ૨૯૩૬૧૦૦૦૨૭૬ ના સ્કોપ મીટર એસેસમેન્ટની ખોટી બીલ ની રકમ આપવા બાબતે	UGVCL/HMT-CGRF/1987 DT 02-05-2026	Order Passed for correction to average calculation , the balance amount credit adjustment	10 Days	No	2425 DT. 04-06-2026
2	HMT-01-003-2026	સુતરીયા હિતેશકુમાર	29389015014 કમાલીયા કસ્ટરથી વારંવાર લાઈટ બંધ કરવામાં આવતા થયેલ નુકસાન અંગે અરજી	UGVCL/HMT-CGRF/1987 DT 02-05-2026	Order Passed for corrective action for line,intimation to consumer for shutdown	30 Days	No	2428 DT.04-06-2026
3	HMT-01-005-2026	વણકર અમાભઈ રતનભાઈ	બિલમાં નોંધાયેલ નંબર પહેલાથી જ અમારો નંબર નથી. જેના કારણે બિલમાંથી કોઈ સંદેશા આવી રહ્યા નથી	UGVCL/HMT-CGRF/1987 DT 02-05-2026	Order Passed for awareness amongst the consumers	30 Days	No	825/19-05-2026
4	HMT-01-002-2026	પટેલ મનુભાઈ બી	objection to closure of complaint without resolution for wrong AG Consumer PDC	UGVCL/HMT-CGRF/1987 DT 02-05-2026	Order Passed for Reconnect the PDC AG consumer with reconnection charge only.	7 Days	No	964 DT 09-06-2026

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)
1	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	Applicant still not Applied for PDC RC
2	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	Applied on 20.12.2025 for HT Name Change is under Process