

ANNEXURE II

QUARTERLY REPORT BY FORUM

Name of the Forum : Corporate CGRF UGVCL Mehsana

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

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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	UG373 UGC-01-001-2026-27	M/s. Ambition Paper Tech Pvt. Ltd.	Refund of TOU charges for Captive Solar Energy Wheeled and consumed in the Peak hour since the date of Commissioning of Captive 3.575 MW Solar Power Project.	41 28-04-2026	UGVCL has to implement the provisions of GERC notification No.8 of 2024 and accordingly ToU should be charged on net peak hours consumption after giving the set-off of captive generation and banking energy.	30 Days	No	Order implemented and refund is credited in the bill of May-2026.
2	UG374 UGC-01-002-2026-27	Patel Kanaiyalal Shankarbhai	To give new agriculture connection in Survey No.1604 at village Pudgam as per Gujarat Highcourt order in similar case.	42 28-04-2026	Upon the applicant submitting a notarized statement from more than 50% of the co-sharers confirming that the portion of Survey No. 1604 currently in the applicant's possession was indeed acquired through an ancestral partition and has been under their continuous occupation—with boundaries defined by existing demarcations—along with a map of the said portion prepared in the presence of the Talati, the electricity connection shall be granted in accordance with GUVNL Circular No. GUVNL/SE Tech-3/EE-2/620 dated 19.04.2025.	—	No	Applicant not came forward with required documents as per CGRF order.

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Status of pending implementation of order of CGRF issued in favour of consumers (during the previous quarter)

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