

Format I
QUARTERLY REPORT BY FORUM

Name of the Forum

CGRF- AHMEDABAD

Quarter

APR 26 to JUN 26

Financial Year

2026-27

Sr.No	Parameter		Delay in Restoring Supply	Quality of Supply	Meter Problem	Billing Problems	Quality of Service	Others	Total
1	Grievances Pending at end of previous quarter								
2	Grievances recieved during the quarter					4		2	6
3	Total grievances (1+2)					4		2	6
4	Grievances redressed during the quarter					4		2	6
5	Balance grievances to be attended (3-4)								
6	Grievances successfully redressed during the quarter	Within 30 days				4		2	6
		After 30 days							
		Total				4		2	6
7	Grievances in the process of redressal								
8	Grievances pending for More than 30 days								
9	Number of cases redressed in favour of Licensee					2			2
10	Number of cases redressed in favour of Consumers					2		2	4
11	Others (S/W)								
12	No. of sittings in the quarter		3						
13	No. of sittings attended by Chairperson		3						
14	No. of sittings attended by Independent Member		3						
15	No. of sittings attended by Prosumer Representative		3						
16	No. of sittings attended by Consumer Representative								
17	No. of sittings attended by Finance Member		3						

Note:		Grievances successfully redressed during the quarter	Grievances pending for More than 30 days
	Case No of more than 30 days		
	Reason		

Format II

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

Name of the Forum:

UGVCL

Quarter:

I

Year:2026-27

Sr No	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgement 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 completion in case order is implemented)
1	UGS-01-002-2026-27 (UG3)	Vishal Verma (Shiom Buildtech Pvt. Ltd)	High bill due faulty meter	22/05-05-2026	The applicant's electricity bills for october 2025 and December 2025 shall be revised based on the average consumption of the three subsequent billing cycles folowing the meter replacement.	30 dyas form order	No	18/05/26
2	UGS-01-003-2026-27 (UG3)	Mamtaben Prashanbhai Panchal	Wrong arrears debited in electricity bill	23/05-05-2026	Forum ordered to debit arrears in both partner's account equally.	30 dyas form order	No	06/06/26
3	UGS-01-005-2026-27 (UG4)	Mayuriben Vishalbhai Patel	Permanent connection not given by sdn office.	32/30-05-2026	Forum ordered to give permanent connection after taking consent that applicant will not use connection for construction work.	Until the complainant submits the necessary documents.	No	Pending due to test report submitted by applicant on 1.7.26
4	UGS-01-006-2026-27 (UG4)	Ashaben Bharatbhai Dantani	New RGPR connection not provide by sdn	33/30-05-2026	Forum ordered to give permanent connection after taking consent that if any objection will raised by other legal heirs in future, UGVCL shall have right to cancel the electricity connection.	30 dyas form order	No	24/06/26

Format II

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

Name of the Forum UGVCL

Sr No	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgement 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 completion in case order is implemented)