

9119/2022/Diary Section

अण्डमान तथा निकोबार द्वीप समूह
उपभोक्ता शिकायत निवारण फोरम
(विद्युत अधिनियम 2003 की धारा 42(5) के तहत स्थापित)
पोर्टब्लेयर/Port Blair - 744 101

Andaman & Nicobar Islands
CONSUMER GRIEVANCES REDRESSAL FORUM
Estd. Under Section 42(5) of the Electricity Act (2003)
Port Blair - 744 101

Email ID : cgrf.and@nic.in/andcgrf@rediffmail.com, Telephone & Fax No. 03192-244822

F. No. ANI/CGRF/5-3(1)/ 187

Dated : 19/07/2022

To

- 1) The Secretary,
2) The Director (Engg.),

The Secretary
Joint Electricity Regulatory Commission for
the State of Goa and Union Territories
3rd and 4th, Plot No. 55-56,
Sector -18, Udyog Vihar, Phase IV
Gurgaon, (122015) Haryana
Telephone : +91(124) 2342853
E-mail: secretaryjerc@gmail.com
Web : www.jercuts.gov.in

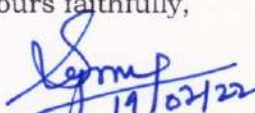
Sub: Furnishing of detailed report of 1st Quarter from April to June 2022 - reg.

Sir,

Kindly find enclosed herewith requisite information on the functioning of CGRF (E) in the UT of Andaman and Nicobar Islands, for the 1st quarter report from April to June 2022, in the prescribed format.


Encl : 3 Pages.

Yours faithfully,


(Sajeev Johnson)
Statistical Officer (C)
Nodal Officer for CGRF
Electricity CGRF

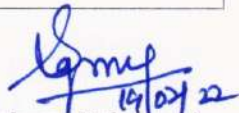
Copy to: -

1. The PS to Secretary (Power), A&N Administration, Port Blair, alongwith report for kind information of Secretary (Power).
2. The PA to Superintending Engineer, Electricity Department, Port Blair, for kind information.


(Sajeev Johnson)
Statistical Officer (C)
Nodal Officer for CGRF
Electricity CGRF

DISPOSAL OF GRIEVANCES BY CGRF - QUARTER ENDING
(APRIL TO JUNE 2022)

S.No	Name of CGRF	No. of Grievances	Remarks
1.	No. of grievances outstanding at the close of previous quarter	10	
2.	No. of grievances received during the quarter	11	
3.	No. of grievances disposed during the quarter	Nil	
4.	No. of grievances pending at the close of the quarter	16	Five (5) Grievances escalated to Ombudsman
5.	No. of grievances pending which are older than two months	12	
6.	No. of sittings of CGRF in the quarter	Nil	<p>Shri Basudev Dass, Independent Member has relinquished his responsibilities on 16/11/2021 (Afternoon) due to attaining the age of 65 years and thereafter no sitting were performed till date.</p> <p>All 3 posts of Forum i.e. Chairman, Member Licensee and Independent Member are still vacant.</p>


 (Sajeev Johnson)
 Statistical Officer (C)
 Nodal Officer for CGRF
 Electricity CGRF

CONSUMER GRIEVANCES REDRESSAL FORUM, ANDAMAN AND NICOBAR ISLANDS

ANNEXURE III
(See Regulation 29)

QUARTERLY REPORTING BY FORUM

Quarter : 1st (April to June 2022), Financial Year : 2022-23

1. Status of grievances redressal

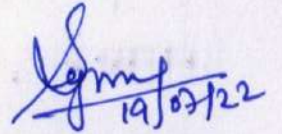
Sl. No.	Parameters	Delay in restoring supply	Quality of Supply	Meter Problems	Billing Problems	Quality of Service	Others	Total
1.	Grievances pending at the end of previous quarter	-	-	-	06	-	04	10
2.	Grievances received during this quarter	-	-	-	02	-	09	11
3.	Total Grievances (1+2)	-	-	-	08	-	13	21
4.	Grievances attended during this quarter	-	-	-	-	-	-	-
5.	Balance grievances to be attended (3-4)	-	-	-	08	-	13	21
6.	Grievances successfully redressed during this quarter	-	-	-	Nil	-	Nil	Nil
7.	Grievances in the process of redressal	-	-	-	06	-	10	16
8.	Grievances escalated to Ombudsman	05 (Five)						

Note : Sum of rows 6, 7 & 8 should be equal to row 4.

- 2 -

2. Status of compliance by licensee

- a) Of the number of grievances successfully redressed : Nil
during the quarter, state the number of grievances in
which the order specified directions for the Licensee
- b) Describe the status of the Licensee's compliance against : **Compliance pending from the Licensee against
various cases / grievances.**
- (i) Case No. 230 Order issued on 16/11/2021,
but till date Licensee (Electricity Department)
failed to implement the Forum's Order ever
after issued three reminders by Forum from
time to time, which is still awaited. **(Copy
Enclosed).**



(Sajeev Johnson)
Statistical Officer (C)
Nodal Officer for CGRF
Electricity CGRF