

9180/2022/Diary Section

From

The Chairman,
Consumer Grievances Redressal Forum,
Old B&R building,
Sector 19-B, Chandigarh.

To

The Secretary,
Joint Electricity Regulatory Commission,
3rd & 4th Floor, Plot No. 55-56,
Pathkind Lab Building,
Sector 18, Udyog Vihar, Phase IV,
Gurugram 122015, Haryana.

Memo No. CGRF/QR/2022/1037,
Dated: Chandigarh, 25.07.2022

Subject: Quarterly status report for quarter ending 30.06.2022 for functioning and Performance of CGRF Chandigarh.

Kindly refer to your office letter No.21/30/2012-JERC dated the 28th February, 2012 and No.18/03/2011-JERC dated 27th June, 2012 on the subject cited above.

The requisite information for the quarter ending 30.06.2022 has been prepared in the prescribed format as received from your office and the same comprising details of CGRF, Chandigarh and information as per Annexure-I & II is being sent herewith for favour of necessary action at the level of JERC.

DA:-As above.

Sd/-
Member
Consumer Grievances Redressal Forum

Endst. No. CGRF/QR/2022/

Dated:

Copy of above is forwarded to the Chief Engineer, Engineering Department, U.T. Chandigarh for information.

DA:-As above.

Sd/-
Member
Consumer Grievances Redressal Forum

Cc:-

S.E. Electricity 'OP' circle, U.T. Chandigarh for information.

Annexure-I

Details of CGRF

S. No.	State/JERC	No. of CGRFs	Details of the concerned officials for CGRF	Vacant Position
1.	U.T. Chandigarh	1	Given below	nil

Sr. No	Name of the CGRF	Name of Member	Designation	Office address	Contact No. /Remarks
1.	CGRF, U.T, Chandigarh	Er. Rakesh Kumar Sahi	Chairperson	CGRF office Old B&R Building Sector 19-B, Chandigarh.	9646118108
2.		Er. Rajender More	Member		8813840725
3.		Sh. Jaswinder Singh Sidhu	Member (Nominee of JERC)		9872318618

Sd/-
Member
Consumer Grievances Redressal Forum

DISPOSAL OF GRIEVANCES BY CGRF - QUARTER ENDING JUNE 2022 IN REVISED FORMAT.

S.No.	Name of the CGRF	No. of grievances outstanding at the close of previous quarter	No. of grievances received during the quarter	No. of grievances disposed during the quarter	No. of grievances pending at the close of the quarter	No. of grievances pending which are older than <u>45</u> days	No. of grievances pending which are older than <u>60</u> days	No. of sitting of CGRF in the quarter	Reason of the pendency
1.	U.T. CHANDIGARH.	23	45	42	26	-	-	07	-

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6.	Grievances successfully redressed during this quarter	01	01	01	33	05	01	42
7.	Grievances in the process of redressal	nil	nil	nil	23	01	02	26
8.	Grievances escalated to Ombudsman	-	-	-	-	-	-	-

Sd/-
Member
Consumer Grievances Redressal Forum

ANNEXURE II

DISPOSAL OF GRIEVANCES BY CGRF - QUARTER ENDING JUNE 2022. BY CGRF, U.T. CHANDIGARH.

S.No	Name of CGRF	No. of grievances	Remarks
1.	No. of grievances outstanding at the close of previous quarter	23	-
2.	No. of grievances received during the quarter	45	-
3.	No. of grievances disposed during the quarter	42	-
4.	No. of grievances pending at the close of the quarter	26	-
5.	No. of grievances pending which are older than two months	-	-
6.	No. of sittings of CGRF in the quarter	07	-

2. Status of compliance by licensee

- a. Of the number of grievances successfully redresses during the quarter, state the number of grievances in which the order specified directions for the licensee:

In 32 numbers of cases directions were directly given to the CED and same were successfully compliance by CED, other cases were withdrawn or dismissed.

- b. Describe the status of the licensee's compliance against each such grievance

In 32 numbers of cases directions were directly given to the CED and same were successfully compliance by CED, other cases were withdrawn or dismissed.

Sd/-
Member
Consumer Grievances Redressal Forum