

**OFFICE OF THE CONSUMER GRIEVANCES REDRESSAL FORUM
GOVERNMENT OF GOA
ELECTRICITY DEPARTMENT
VIDYUT BHAVAN, 4th FLOOR
VASCO 403 802 GOA**

NO:CGRF/ELECT/Estt-22(Rept&Retr)/66/2022

Date: 07/07/2022

To
The Secretary,
Joint Electricity Regulatory Commission,
(for the State of Goa and UTs),
3rd& 4th Floor, Plot No.55-56,
Pathkind Lab Building, Service Lane,
Phase IV, Udyog Vihar, Sector 18,
Gurugram(Haryana).

Sub: - Online Compilation of the Status of function of ConsumerRedressal Forum (CGRF).

Ref:-The Gazette of India Extraordinary / Part III – sec 4 dated 13th September' 2019 Annexure III.

Sir,

The quarterly report for the period 1st April 2022 to 30th June 2022 in the revised prescribed format as appeared in the Gazette of India Extraordinary / Part III – sec 4 dated 13th September' 2019 Annexure III is forwarded herewith for the information of the commission.

Yours faithfully,

(Sandra Vaz e Correia)
Member

Copy to:

- 1) The Ombudsman, c/o JERC, Gurugram, Haryana.
- 2) The Chief Electrical Engineer, Panaji, for the information.

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Phase IV, Udyog Vihar, Sector 18,
Gurugram(Haryana).

Sub: - Online Compilation of the Status of function of Consumer Grievances Redressal Forum (CGRF).

Ref:- Electricity Act 2003 (Act No 36 of 2003, dt. 10/6/2003)/JERC Notification No. JERC-04/2009 dated 31 July 2009 / para 4, the Gazette of India Extraordinary / Para III – sec 4 /2009 / Ref. No. 18/3/2011-JERC, dated 27/6/2012.

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QUARTERLY COMPLIANCE STATUS UPDATION

Choose the Quarter

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Jan 22 to Mar 22 Apr 22 to Jun22 Jul 22 to Sep22 Oct 22 to Dec22

Total No. of Licensees : 1

Total No. of CGRFs : 1

Name of Licensee : Electricity Department, Government of Goa.

No. of CGRFs :1

DETAILS OF CGRFs

Sr. No	Name of the CGRF	Name of Member	Designation	Office Address	Contact No.	E-mail
1	Consumer Grievance Redressal Forum, Electricity Department Govt. of Goa.	Shri. Ashley Leonard Camilo Noronha	Chairperson, CGRF	Vidhyut Bhavan, 4 th floor, Vasco 403 802, Goa.	9422062140	alcn2611@gmail.com
2		Mrs. Sandra Vaz e Correia	Member (Nominated by JERC)		9422063637	Adv.sandra correia@gmail. Com

DISPOSAL OF GRIEVANCES BY CGRF

Sr.No.	
Name of the CGRF	Consumer Grievances Redressal Forum, Government of Goa, Electricity Department Vidyt Bhavan, 4th floor, Vasco, Goa.
No. of grievances outstanding at the close of previous quarter	—
No. of grievances received during the quarter	10
No. of grievances disposed during the quarter	07
No. of grievances pending at the close of the quarter	03
No. of grievances pending which are older than 45 days	—
No. of grievances pending which are older than 60 days	—
Reason of the pendency	—
No. of sitting of CGRF in the quarter	07

(Sandra Vaz e Correia)
Member

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Quarterly Reporting By Forum

Quarter April' 2022 to June' 2022 Financial Year 2022-2023

1. Status of grievance redressal

S.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	--	--	--	--	--	--	--
2	Grievances received during this quarter	--	--	--	08	--	02	10
3	Total Grievances (1+2)	--	--	--	08	--	02	10
4	Grievances attended during this quarter	--	--	--	08	--	02	10
5	Balance Grievances to be attended (3-4)	--	--	--	--	--	--	--
6	Grievances successfully redressed during this quarter	--	--	--	05	--	02	07
7	Grievances in the process of redressal	--	--	--	03	--	--	03
8	Grievances escalated to Ombudsman	--	--	--	--	--	--	--

2. Status of compliance by licensee

a. Of the number of grievances successfully redressed during the quarter, state the number of

grievances in which the order specified directions for the licensee:

Of 07 Nos of Grievances successfully redressed during the quarter, 04 Nos Grievance in which the order specified directions for the licensee.

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

1	Comp./Rept. No. 04/2022 of Shri. Madhavrao Timmala R/o Vasco - Goa. As per CGRF order bill has been revised for Rs.5835/- for the period from 09.8.2021 to 18.02.2022 before meter replacement by calculating the consumption based on average of the preceding three billing cycle i.e. between 19.2.2022 to 22.4.2022 after meter replacement.
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2	Comp./Rept. No. 05/2022 of Shri. Remizio De'Souza R/o Mapusa - Goa. As per CGRF order compliance of the order has been commenced.
3	Comp./Rept. No. 06/2022 of Smt. Verma Maria Aurora D'Mello R/o Margao - Goa. As per CGRF order this office shall revise the bill for the period from 12.11.2021 to 25.02.2022 (106 days), considering the average consumption recorded on the new meter after the next three billing cycles, the meter has been replaced on 13.04.2022.
4	Comp./Rept. No. 08/2022 of Shri. Amey Kiran Naik R/o Margao - Goa. As per CGRF order against complaint /representation no.08/2022/45 is accepted and complied by this office.

(Sandra Vaz e Correia)
Member

Delaly in restoring supply	Quality of Supply	Meter Problems	Billing Problems	Quality of service
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29

33

34,35

2

2

Others

28

30,31

3

7