

From
 Mr. Bharat Ratilal Icecreamwala,
 Dr. Habib S Mansuri
 Member(Licensee) and (Independent)
 CGRF, Daman and Diu,
 Electricity Department Nani Daman,
 Date 05.07.2022

To,
 The Secretary,Joint Electricity Regulatory Commission
 the state of Goa and Union Territories
 3rd and 4th, Plot No. 55-56, Path kind Lab Building,
 Sector -18, Udyog Vihar, Phase IV
 Gurgaon, (122015) Haryana, Telephone : +91(124) 4634705.

**Sub:- Regarding quarterly status reports for functioning and performance
 for I quarter FY 2022-2023 from April-2022 to June-2022 of CGRF
 Electricity Department Daman and Diu.**

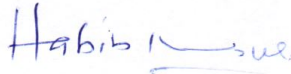
**Ref:- Director (Engg.) JERC LETTER NO 21/30/2013/JERC/Dated
 28.02.2013.**

Respected Sirs,

This has in reference to above caption subject and reference letter no from
 the Director (Engg.) JERC LETTER NO 21/30/2013/JERC/Dated 28.02.2013 and as
 per the copy of Annexure-1 analysis revised format relevant to this CGRF have been
 filled in for the **I** quarter FY 2022-2023 from April-2022 to June-2022 reports of
 CGRF Electricity Department Daman and Diu are attached and submitted here with
 accordingly.

With regards

Yours Faithfully,



(Dr. Habib Shakurtbhai Mansuri)

Member (Independent) CGRF, Daman and
 Diu, Electricity Department Nani Daman.



(Bharat Ratilal Icecreamwala)

Member (Licensee) CGRF, Daman and Diu,
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Annexure-1 analysis revised format relevant to this CGRF have been filled in for the I quarter FY 2022-2023 from April-2022 to June-2022 reports of CGRF Electricity Department Daman and Diu.

Cfws to,

1. The Chairman, Joint Electricity Regulatory Commission
----- For information please.
2. The Vice President DNHDDPHDL Division Electricity Department.
----- For information please.
3. The Registrar, O/o Electricity Ombudsman,
[For the state of Goa and Union [Territories],
Joint Electricity Regulatory Commission for Goa & UTs,
3rd floor Plot no 55-56, Udyog Vihar Phase –IV Sector 18,
Gurugram(Haryana)-122015.
----- For information please.

Copy Forwarded to:-

1. The Consumer Relation manager DNHDDPHDL, Division Electricity Department.

ANNEXTURE-1**Reports of the I quarter FY 2022-2023 from April-2022 to June-2022 of****CGRF Electricity Department Daman and Diu.****Details of CGRF**

Sr no	State/SERC	CGRF		Ombudsman
		NOS OF CGRF	Details of concerned officials for each	Details of Ombudsman
	UT of Daman and Diu	1	<p>1. <u>Chairperson post vacant since 20.01.2018.</u></p> <p>2. Hon'ble JERC has appointed for Member Licensee and for Member Interdependent in the year 2019-20 on dated 17.10.2019 for CGRF Daman and Diu for three years hence, it is kindly requested to grant extension more three years as age of Member Technical and Member independent are less than 62 years. We had joined our duties on dated 24.10.2019 and 01.11.2019 respectively.</p>	

Vacancies

Sr no	State/SERC	CGRF		Ombudsman
		Vacancies positions	Details of Vacancies officials when had been arisen	Details of Vacancies Ombudsman
1	UT of Daman and Diu	Chairperson From	20.01.2018	NA

Disposal of Grievances**UT of Daman and Diu For qtr I 2022-23**

Sr no	Name of CGRF	UT of Daman and Diu For Qtr I 2022-23
1.	No. Of Grievances outstanding at the close of previous the quarter.	04
2.	No. Of Grievances Received during the quarter.	00
3.	No. Of Grievances disposed at the close of this the quarter.	03
4.	No. Of Grievances pending at the close of this the quarter.	01
5.	No. Of Grievances pending which are older than two month at the close of this the quarter.	01
6.	No. Of sittings of CGRF during this the quarter	04
7.	Remarks	AS MENTIONED BELOW

Details of Grievances by Ombudsman Not Applicable**Status of Achievements of Standard of Performance**

1.	Name of CGRF	UT of Daman and Diu
2.	The date and details of notifications of SOP by JERC	Notification no. JERC-06/2009 published on January 7, 2010.
3.	The date and details on which the licensee furnished the reports to JERC U/S 59(1) for the last FY	
4.	Links to the reports submitted by the licensee	
5.	The numbers of cases in which compensation was made U/S 59(1)	Nil
6.	The aggregate amount of compensation paid	Nil
7.	The date and details of the reports published to JERC U/S 59(1) for the last FY	

**Reports of Category wise Break up and Nature of Grievances redressed for
the I quarter FY 2022-2023 from April-2022 to June-2022 of CGRF**

Electricity Department Daman and Diu.

Ref:-JERC LETTER NO 18/03/2011-JERC DATED 27.06.2012.

(A) Category wise break up of Grievances are to be redressed

Sr.No	Category of Grievances	No. of Complaints.
1.	Residential	00
2.	Commercials	00
3.	Agricultural	00
4.	Industrial	01
5.	other	00
	Total	01

(B) Nature wise break up of Grievances are to be redressed during this Qtr.

Sr.No	Nature of Grievances	No. of Complaints redressed.	Pending for redressed.
1.	Billing Related	03	01
2.	Meter Related	00	00
3.	Technical	00	00
4.	New connection	00	00
5.	Quality of supply	00	00
6.	Service Related	00	00
7.	others	00	00
	Total	03	01

CONSUMER GRIVANCES REDRESSAL FORUM DAMAN AND DIU**REPORT FOR THE PERIOD FROM April-2022 TO June-2022****[IN REVISED FORMAT]**

Sr no.	Name of CGRF	No. Of Grievances outstanding at the close of previous the quarter.	No. Of Grievances Received during the quarter.	No. Of Grievances disposed at the close of this the quarter.	No. Of Grievances pending at the close of this the quarter.	No. Of Grievances pending which are older then 45 DAYS at the close of this the quarter.	No. Of Grievances pending which are older then 60DAYS at the close of this the quarter.	Reason Of The Pendency	No. Of sittings of CGRF during this the quarter
	CGRF UT of Dam an and Diu	04	00	03	01	01	01	As mentioned below	04

CONSUMER GRIVANCES REDRESSAL FORUM DAMAN AND DIU**REPORT FOR THE PERIOD FY2021-22. [IN REVISED FORMAT]**

Sr no.	Name of CGRF	No. Of Grievances outstanding at the close of previous the Year 2020-21.	No. Of Grievances Received during the Year 2021-22.	No. Of Grievances disposed at the close of this the Year 2021-22.	No. Of Grievances pending at the close of this the Year 2021-22.	No. Of Grievances pending which are older then 45 DAYS at the close of this the Year 2021-22.	No. Of Grievances pending which are older then 60DAYS at the close of this the Year 2021-22.	Reason Of The Pendency	No. Of sittings of CGRF during this the Year 2021-22.
	CGRF	14	00	10	04	04	04	As mentioned below	13

(As per Regulation 29)

REPORTING BY FORUM

Quarter: I Year: 2022-23

1. Status of grievance redressal

S. No	Parameters	Delay in restoring supply	Quality of Supply	Meter Problems	Billing Problems	Quality of Service	Others	Tota
1	Grievances pending at the end of previous quarter	00	00	00	04	00	00	04
2	Grievances received during this quarter	00	00	00	00	00	00	00
3	Total grievances (1+2)	00	00	00	04	00	00	04
4	Grievances attended during this quarter	00	00	00	04	00	00	04
5	Balance grievances to be attended (3-4)	00	00	00	00	00	00	00
6	Grievances successfully Redressed during this quarter	00	00	00	03	00	00	03
7	Grievances in the process of redressal	00	00	00	01	00	00	01
8	Grievances escalated to Ombudsman	00	00	00	00	00	00	00

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

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:
TWO

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

UP TILL NOW the licensee's has not submitted the any compliance against each such grievance. _____

Remarks:-

1. Chairperson post vacant since 20.01.2018.
2. **Reason for No. Of Grievances pending which are older then 60DAYS at the close of this the Year 2021-22.**

As per written letter of Ex.Engr Daman and Diu addressed to the Member Independent of CGRF OF Daman and Diu vide letter no EE/EET-33/2019-20/9799 dated 16.01.2020, as per remarks of Member (Independent) that "Please keep the papers and wait till the appointment of the chairman finalized.

3. **Hon'ble JERC has appointed for Member Licensee and for Member Interdependent in the year 2019-20 on dated 17.10.2019 for CGRF Daman and Diu for three years hence, it is kindly requested to grant extension more three years as age of Member Technical and Member independent are less than 62 years. We had joined our duties on dated 24.10.2019 and 01.11.2019 respectively.**

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		<u>NOS OF CGRF</u>	<u>Details of concerned officials for each</u>	<u>Details of Ombudsman</u>
	<u>UT of Daman and Diu</u>	<u>1</u>	<p>1. <u>Chairperson post vacant since 20.01.2018.</u></p> <p>2. Hon'ble JERC has appointed for Member Licensee and for Member Interdependent in the year 2019-20 on dated 17.10.2019 for CGRF Daman and Diu for three years hence, it is kindly requested to grant extension more three years as age of Member Technical and Member independent are less than 62 years. We had joined our duties on dated 24.10.2019 and 01.11.2019 respectively.</p>	

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		<u>Vacancies positions</u>	<u>Details of Vacancies officials when had been arisen</u>	<u>Details of Vacancies Ombudsman</u>
<u>1</u>	<u>UT of Daman and Diu</u>	Chairperson From	<u>20.01.2018</u>	<u>N A</u>

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7.	others	00	00
	Total	03	01

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	<u>CGRF UT of Daman and Diu</u>	04	00	03	01	01	01	As mentioned below	04

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4	Grievances attended during this quarter	00	00	00	04	00	00	04
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