

**FORMAT ON QUARTERLY REPORT TO BE SUBMITTED BY CGRF (APRIL TO JUNE-2021)**

Name of the Forum: **Torrent Power Limited – Consumer Grievance Redressal Forum, Ahmedabad**  
 Quarter: **1<sup>st</sup> Quarter ending 30<sup>th</sup> June, 2021 (01-04-2021 TO 30-06-2021)**  
 Financial Year: **2021-22**

**Status of Grievance Redressal**

Sr. No.	Parameters	Delay in Restoring Supply	Quality of Supply	Meter Problems	Billing Problems	Quality of Service	Delay in giving supply	Others	Total	
1	Grievances pending at the end of previous quarter Q-4 ended on 31 <sup>st</sup> March, 2021	0	0	0	1	0	2	4	7	
2	Grievances received during the quarter Q-1 (1 <sup>st</sup> April, 2021 to 30 <sup>th</sup> June, 2021)	0	0	1	4	0	12	9	26	
3	Total grievances (1+2)	0	0	1	5	0	14	13	33	
4	Grievances redressed during the quarter	0	0	0	4	0	10	11	25	
5	Balance grievances to be attended (3-4) end of Q-1 as on 30 <sup>th</sup> June, 2021	0	0	1	1	0	4	2	8	
6	Grievances successfully redressed during the quarter	Within 30 days	0	0	0	3	0	10	7	20
		After 30 days	0	0	0	1	0	0	4	5
		Total	0	0	0	4	0	10	11	25
7	Grievances in the process of redressal	0	0	1	1	0	4	2	8	
8	Grievances pending for more than 30 days along with reasons in brief	0	0	1	0	0	0	0	1*	
9	Number of Case redressed in favour of Licensee	0	0	0	4	0	9	11	24	
10	Number of Case redressed in favour of Consumers	0	0	0	0	0	1	0	1	
11	Others	0	0	0	0	0	0	0	0	
12	No. of sittings in the quarter	12								
13	No. of sittings attended by Chairperson	10								
14	No. of sittings attended by Technical Member	11								
15	No. of sittings attended by Independent Member	12								

\* C. No. 31/2021 - Ms. Jayaben Patel :- The Representative (Mr. Prakash Patel) was infected with Covid-19 and submitted 3 adjournments. Hearing for the case is scheduled on 09.07.2021.

**Status of implementation of order of CGRF issued in favour of consumers  
(During the Quarter-1 - 2021-22)**

Sr. No.	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgment 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	26/2021	Mr. Kamleshkumar Chinubhai Patel	Not giving extension of load for want of road opening permission	30.04.2021	Amicable settlement and received pursis	-	No	Load extension work completed

**Status of pending implementation of order of CGRF issued in favour of consumers  
(During the Quarter-4 - 2020-21)**

Sr. No.	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgment No. and 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	08/2021	Mr. Arvindbhai Rameshbhai Dabhi	Not giving new connection for want of paratition/ separation	01.02.2021	Amicable settlement and received pursis	-	No	New connection released.
2	11/2021	Mr. Bhadreshbhai Ishwarbhai Panchal	Name change related	26.02.2021	Amicable settlement and received pursis	-	No	Name change done.