

Format on Quarterly report to be submitted by CGRF (Torrent Power Limited - Surat)

Format I

Quarter: I

Financial Year : 2021-22

Sr. 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						0	0	
2	Grievances received during the quarter			1			4	5	
3	Total Grievances (1+2)			1			4	5	
4	Grievances redressed during the quarter			1			2	3	
5	Balance grievances to be attended (3-4)			0			2	2	
6	Grievances successfully redressed during the quarter	Within 30 days		1			2	3	
		After 30 days						0	
		Total		1			2	3	
7	Grievances in the process of redressal						2	2	
8	Grievances pending for more than 45 days							0	
9	Number of Cases redressed in favour of Licensee							2	
10	Number of Cases redressed in favour of Consumers							0	
11	Others (Withdrawal)							1	
12	No. of sittings in the Quarter								12
13	No. of sittings attended by Chairperson								12
14	No. of sittings attended by Technical Member								12
15	No. of sittings attended by Independent Member								*12

***Independent Member was attending meeting through Whatsapp video calling.**

