

FORMAT ON QUARTERLY REPORT TO BE SUBMITTED BY CGRF (JULY TO SEPTEMBER-2021)

Name of the Forum: **Torrent Power Limited – Consumer Grievance Redressal Forum, Ahmedabad**

Quarter: **2nd Quarter ending 30th September, 2021 (01-07-2021 TO 30-09-2021)**

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-1 ended on 30 th June, 2021	0	0	1	1	0	4	2	8	
2	Grievances received during the quarter Q-2 (1 st July, 2021 to 30 th September, 2021)	0	0	0	0	0	8	0	8	
3	Total grievances (1+2)	0	0	1	1	0	12	2	16	
4	Grievances redressed during the quarter	0	0	1	1	0	10	2	14	
5	Balance grievances to be attended (3-4) end of Q-2 as on 30 th September, 2021	0	0	0	0	0	2	0	2	
6	Grievances successfully redressed during the quarter	Within 30 days	0	0	0	0	0	3	1	4
		After 30 days	0	0	1	1	0	7	1	10
		Total	0	0	1	1	0	10	2	14
7	Grievances in the process of redressal	0	0	0	0	0	2	0	2	
8	Grievances pending for more than 30 days along with reasons in brief	0	0	0	0	0	0	0	0	
9	Number of Case redressed in favour of Licensee	0	0	1	1	0	9	2	13	
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	13								
13	No. of sittings attended by Chairperson	13								
14	No. of sittings attended by Technical Member	11								
15	No. of sittings attended by Independent Member	13								

**Status of implementation of order of CGRF issued in favour of consumers
(During the Quarter-2 - 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	46/2021	Shantilal Mohanlal Gandhi ESQ	Not giving new connection for want of documents	16.07.2021	Amicable settlement and received pursis	-	No	Connection released

**Status of pending 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