

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

Format I

Quarter: II

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

*Technical Member was attending meeting through Whatsapp video calling 1 time.

**Independent Member was attending meeting through Whatsapp video calling 10 times.

