

FORMAT ON QUARTERLY REPORT TO BE SUBMITTED BY CGRF (APRIL TO JUNE-2022)

Name of the Forum: **Torrent Power Limited – Consumer Grievance Redressal Forum, Ahmedabad**
 Quarter: **1st Quarter ending 30th June, 2022 (01-04-2022 TO 30-06-2022)**
 Financial Year: **2022-23**
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 st March, 2022	0	0	0	0	0	0	0	0
2	Grievances received during the quarter Q-1 (1 st April, 2022 to 30 th June, 2022)	0	0	0	0	0	3	2	5
3	Total grievances (1+2)	0	0	0	0	0	3	2	5
4	Grievances redressed during the quarter	0	0	0	0	0	0	0	0
5	Balance grievances to be attended (3-4) end of Q-1 as on 30 th June, 2022	0	0	0	0	0	3	2	5
6	Grievances successfully redressed during the quarter	Within 30 days	0	0	0	0	0	0	0
		After 30 days	0	0	0	0	0	0	0
		Total	0	0	0	0	0	0	0
7	Grievances in the process of redressal	0	0	0	0	0	3	2	5
8	Grievances pending for more than 30 days along with reasons in brief	0	0	0	0	0	3	2	5
9	Number of Case redressed in favour of Licensee	0	0	0	0	0	0	0	0
10	Number of Case redressed in favour of Consumers	0	0	0	0	0	0	0	0
11	Others	0	0	0	0	0	0	0	0
12	No. of sittings in the quarter	NIL*							
13	No. of sittings attended by Chairperson	Position Vacant							
14	No. of sittings attended by Technical Member	0							
15	No. of sittings attended by Independent Member	Position Vacant							

* The quorum as per clause no. 2.26 of CGRF Regulations-2019 does not exist.
 The Independent Member appointed by Hon'ble Commission has tendered the resignation on 28.03.2022 till then the position is vacant.
 Further, the proposal for appointing Chairperson has been submitted to the office of GERC through letter dated 06.05.2022.

**Status of implementation of order of CGRF issued in favour of consumers
(During the Quarter-1 - 2022-23)**

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	-							

**Status of pending implementation of order of CGRF issued in favour of consumers
(During the Quarter-4 - 2021-22)**

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	02/2022	Mr. Yogendrakumar Ramdayal Agrawal	Objection against registration charges and T.R. charges waived in online applications	04-03-2022	As per Forum's Order, charges waiver is an initiative for Digital India and to promote online platform thereof. But, from now onwards, the unrecovered income from Feb'19 will be shown as its expense in ARR.	-	Yes	-