

Ref.No.TPL/RF/3497

04.07.2022

To,
Hon'ble Secretary,
Gujarat Electricity Regulatory Commission,
6th Floor, GIFT - I,
Road 5-C, Zone-5 GIFT CITY,
Gandhinagar 382355

By RPAD

Sir,

Sub.: Monitoring Report for Quarter-I FY 2022-23

We enclose herewith Monitoring Report for Quarter - I of FY 2022-23 of Redressal Forum for your reference. The same is also sent to you through mail.

Thanking you.

Yours faithfully,

SS Parikh

Seema Parikh
Convener
Redressal Forum

4/7/22

Encl.: As above

GRF (Torrent Power Limited - Surat)

Format I

Quarter: I

Financial Year : 2022-23

Sl. 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	0	0	0	0	0
2	Grievances received during the quarter	0	1	1	1	0	9	12
3	Total Grievances (1+2)	0	1	1	1	0	9	12
4	Grievances redressed during the quarter	0	1	0	1	0	6	8
5	Balance grievances to be attended (3-4)	0	0	1	0	0	3	4
		0	1	0	1	0	6	8
	Within 30 days	0	1	0	1	0	6	8
	After 30 days	0	0	0	0	0	0	0
	along with reasons	0	1	0	1	0	6	8
	Total	0	1	0	1	0	6	8
7	Grievances in the process of redressal	0	0	1	0	0	3	4
8	Grievances pending for more than 30 days along with reasons in brief	0	0	0	0	0	2 (Additional Time sought by Complainants for resolution of their complaint)	2
9	Number of Cases redressed in favour of Licensee	0	0	0	0	0	1	1
10	Number of Cases redressed in favour of Consumers	0	0	0	0	0	0	0
11	Others (Withdrawal)	0	1	0	1	0	5	7
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

*Chairperson joined meeting virtually 4 times.

**Independent Member joined meeting virtually 4 times.

Format II

Status of Implementation of order of CGRF issued in favour of Consumers (during the current quarter)

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)
		Not applicable						

Format II

Status of pending Implementation of order of CGRF issued in favour of Consumers (during the previous quarter)

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 compliance on CGRF order (Provide date of completion in case order is implemented)
		Not Applicable						