CGRF (Torrent Power Limited - Surat)

Format I Quarter: I

Financial Year: 2023-24 Delay in Quality of Meter Billing Quality of Sr. **Parameters** Restoring Others Total No. Supply Problems Problems Service Supply Grievances pending at the end of previous quarter Grievances received during the quarter Total Grievances (1+2) Grievances redressed during the quarter Balance grievances to be attended (3-4) Within 30 days After 30 days Grievances successfully redressed during the along with reasons quarter in brief Total Grievances in the process of redressal Grievances pending for more than 30 days along with reasons in brief Number of Cases redressed in favour of Licensee Number of Cases redressed in favour of Consumers Others (Withdrawal) No. of sittings in the Quarter No. of sittings attended by Chairperson No. of sittings attended by Technical Member No. of sittings attended by Independent Member NIL

Format II

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

Format II

Sr. No.	('OCA NA	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)
		NIL						

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)
		NIL						