

FORMAT ON QUARTERLY REPORT TO BE SUBMITTED BY CGRF (JULY TO SEPTEMBER-2023)Name of the Forum: **Torrent Power Limited – Consumer Grievance Redressal Forum, Ahmedabad**Quarter: **2nd Quarter ending 30th September, 2023 (01-07-2023 TO 30-09-2023)**Financial Year: **2023-24****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, 2023)	0	0	0	1	0	0	1	2	
2	Grievances received during the quarter Q-2 (2 nd July, 2023 to 30 th September, 2023)	0	0	1	3	0	2	6	12	
3	Total grievances (1+2)	0	0	1	4	0	2	7	14	
4	Grievances redressed during the quarter	0	0	0	2	0	2	3	7	
5	Balance grievances to be attended (3-4) end of Q-2 as on 30 th September, 2023	0	0	1	2	0	0	4	7	
6	Grievances successfully redressed during the quarter	Within 30 days	0	0	0	1	0	2	2	5
		After 30 days	0	0	0	1	0	0	1	2
		Total	0	0	0	2	0	2	3	7
7	Grievances in the process of redressal	0	0	1	2	0	0	4	7	
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	0	2	0	2	2	6	
10	Number of Case redressed in favour of Consumers	0	0	0	0	0	0	1	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	13								
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 - 2023-24)**

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	07/2023	Yogendra Agrawal (LEC)	Complaint against "purpose of usage of power supply" column not provided in name transfer form	05.09.2023	Forum has directed Opponent Company-TPL to use the prescribed form provided in Annexure-1 of Supply Code-2015. However, it seemed that the Opponent Company had made changes in the form keeping in mind the interest of the customers as well as ease of doing business and availability of the information taken in standard format with the Opponent Company. Therefore, if the Opponent Company wants to continue the existing form for name transfer, the Opponent Company should take action as per provisions of Clause 3 of Supply Code-2015.	60 Days	No. Complainant has approached for review at CGRF on 09.09.2023	Review hearing completed. At Order stage.

**Status of implementation of order of CGRF issued in favour of consumers
(During the Quarter-1 - 2023-24)**

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 implement ation	Whether consumer approached the Ombudsman ? Yes / No	Status of CGRF order / implementation (Provide date of completion in case order is implemented)
----- Not Applicable -----								