CGRF (Torrent Power Limited - Surat)

Format I Quarter: II Financial Year : 2023-24

| 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 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | |
| 2 | Grievances received during the quarter | 0 | 1 | 0 | 3 | 0 | 8 | 12 | |
| 3 | Total Grievances (1+2) | 0 | 1 | 0 | 3 | 0 | 11 | 15 | |
| 4 | Grievances redressed during the quarter | 0 | 1 | 0 | 2 | 0 | 7 | 10 | |
| 5 | Balance grievances to be attended (3-4) | 0 | 0 | 0 | 1 | 0 | 4 | 5 | |
| 6 | Grievances successfully redressed during the quarter | Within 30 days | 0 | 1 | 0 | 1 | 0 | 3 | 5 |
| | | After 30 days along with reasons in brief | 0 | 0 | 0 | 1 (time sought by party for further representation | 0 | 4 (representation made on multiple occasion by both parties) | 5 |
| | | Total | 0 | 1 | 0 | 2 | 0 | 7 | 10 |
| 7 | Grievances in the process of redressal | 0 | 0 | 0 | 1 | 0 | 4 | 5 | |
| 8 | Grievances pending for more than 30 days along with | 0 | 0 | 0 | 0 | 0 | 3 (Time sought by Complainant) | 3 | |
| 9 | Number of Cases redressed in favour of Licensee | 0 | 0 | 0 | 0 | 0 | 7 | 7 | |
| 10 | Number of Cases redressed in favour of Consumers | 0 | 0 | 0 | 0 | 0 | 0 | 0 | |
| 11 | Others (Withdrawal) | 0 | 1 | 0 | 2 | 0 | 0 | 3 | |
| 12 | No. of sittings in the Quarter | 14 | | | | | | | |
| 13 | No. of sittings attended by Chairperson | 14 | | | | | | | |
| 14 | No. of sittings attended by Technical Member | 14 | | | | | | | |
| 15 | 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)

| 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 | | | | | | |
| | | · | | | | | | |