

<b>CGRF (Torrent Power Limited - Surat)</b>									
<b>Format I</b>					<b>Quarter: II</b>				
<b>Financial Year : 2023-24</b>									
<b>Sr. No.</b>	<b>Parameters</b>		<b>Delay in Restoring Supply</b>	<b>Quality of Supply</b>	<b>Meter Problems</b>	<b>Billing Problems</b>	<b>Quality of Service</b>	<b>Others</b>	<b>Total</b>
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 reasons in brief		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

