

FORMAT ON QUARTERLY REPORT TO BE SUBMITTED BY CGRF (OCTOBER TO DECEMBER-2023)

Name of the Forum: **Torrent Power Limited – Consumer Grievance Redressal Forum, Ahmedabad**
 Quarter: **3rd Quarter ending 31st December, 2023 (01-10-2023 TO 31-12-2023)**
 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-2 ended on 30 th September, 2023)	0	0	1	2	0	0	4	7	
2	Grievances received during the quarter Q-3 (1 st October 2023 to 31 st December, 2023)	0	0	0	1	0	2	3	6	
3	Total grievances (1+2)	0	0	1	3	0	2	7	13	
4	Grievances redressed during the quarter	0	0	1	3	0	2	6	12	
5	Balance grievances to be attended (3-4) end of Q-3 as on 31 st December, 2023	0	0	0	0	0	0	1	1	
6	Grievances successfully redressed during the quarter	Within 30 days	0	0	0	1	0	1	1	3
		After 30 days	0	0	1	2	0	1	5	9
		Total	0	0	1	3	0	2	6	12
7	Grievances in the process of redressal	0	0	0	0	0	0	1	1	
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	3	0	0	4	7	
10	Number of Case redressed in favour of Consumers	0	0	1	0	0	0	1	2	
11	Others	0	0	0	0	0	2	1	3	
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-3 - 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	13/2023	Trustee, Jamia Kanzul Uloom C/o. Imrankhan Pathan	Not giving new solar connection for want of old dues of s. no. 496812	25.10.2023	Complainant having Service No.339999 had applied for Solar application on 06.11.2019. The same got rejected due to power theft dues pending (approx Rs.36,36,317/-) of Service No. 496812 as the premise was found merged on site survey. Later, on receipt of complaint at CGRF on 14.09.2023, the same was heard by Forum & TPL was unable to produce any evidence as to what steps have been taken by the company to recover power theft dues or whether the Company had filed Civil Suit for recovery of such dues. Hence, Forum ordered that the request of the complainant for solar rooftop application must be approved by the company on receipt of fresh application of Solar rooftop in Service No. 339999.	-	No	-
2	15/2023	The Swaminarayan Park-2 Co. Op. Housing and Commercial Service Society (Block-D)	Meter Moving Fast	25.10.2023	Complainant, having electricity connection for common lighting purpose had a complaint regarding high consumption on 02.11.2022 on which the meter was found in permissible limit on site. On further request, the meter was box-sealed and a new meter was installed. Later, the same tested at company's NABL approved meter testing laboratory and found OK. Further, the complainant again raised complaint on 15.03.2023 for newly installed meter and the same was found in permissible limit and MRI was also shared with complainant. The Complainant after about 90 days requested TPL that he wanted to check the old replaced meter at third party meter testing laboratory. However, the same was denied by the Company saying it has been reset as complainant did not raise any doubt earlier. Forum on above observations and referring Supply Code-2015 regulations instructed TPL to avail the meter to the complainant after taking necessary decision of testing the disputed meter in one of the laboratories approved by GERC and inform the company.	-	Yes	-

**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	Yes Complainant has approached Ombudsman on 08.12.2023.	At hearing stage.