CGRF (Torrent Power Limited - Surat)

Format I Quarter: III

1 0111114						Quu	1001. 111				
			Financial Year : 202								
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	0	0	0	1	0	3	3	7 ***		
2	Grievances received during the quarter	0	1	0	1	0	1	3	6		
3	Total Grievances (1+2)	0	1	0	2	0	4	6	13		
4	Grievances redressed during the quarter	0	1	0	1	0	3	6	11		
5	Balance grievances to be attended (3-4)		0	0	0	1	0	1	0	2	
6		Within 30 days	0	1	0	1	0	0	1	3	
	Grievances successfully redressed during the quarter	After 30 days along with reasons in brief	0	0	0	0	0	3 (Time saught by the consumer Pursi received)	5 (Time Saught by the consumer)	8	
		Total	0	1	0	1	0	3	6	11	
7	Grievances in the process of redressal	0	0	0	1	0	1	0	2		
8	Grievances pending for more than 30 days along with	0	0	0	1 (The time granted in matter on justice - complainant not appeared for Hearing)		0	0	1		
9	Number of Cases redressed in favour of Licensee	0	0	0	1	0	0	5	6		
10	Number of Cases redressed in favour of Consumers	0	0	0	0	0	0	0	0		
11	Others (Withdrawal)			1	0	0	0	3	1	5	
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									NIL	
	I		l								

^{*** &}quot;Grievances in process of redressal " count of Q2-2023-24 quarter report is corrected (Changed from 5 to 7)

Format II

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

Format II

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						

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

Sr. No.	Case No I	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						
		аррисавис						