

CGRF (Torrent Power Limited - Surat)										
Format I										
Quarter: III										
Financial Year : 2023-24										
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	Grievances successfully redressed during the quarter	Within 30 days	0	1	0	1	0	0	1	3
		After 30 days along with reasons in brief	0	0	0	0	0	3 (Time sought by the consumer Pursi received)	5 (Time Sought 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 reasons in brief	0	0	0	1 (The time granted in matter on justice - complainant not appeared for Hearing )	0	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)	0	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	

\*\*\* "Grievances in process of redressal " count of Q2-2023-24 quarter report is corrected (Changed from 5 to 7)

