

CGRF (Torrent Power Limited - Surat)									
Format I					Quarter: IV				
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	1	0	1	2
2	Grievances received during the quarter		0	0	0	1	1	1	3
3	Total Grievances (1+2)		0	0	0	2	1	2	5
4	Grievances redressed during the quarter		0	0	0	2	1	2	5
5	Balance grievances to be attended (3-4)		0	0	0	0	0	0	0
6	Grievances successfully redressed during the quarter	Within 30 days	0	0	0	0	1	0	1
		After 30 days along with reasons in brief	0	0	0	2 (delay on account of providing opportunity)	0	2 (time sought by complainant)	4
		Total	0	0	0	2	1	2	5
7	Grievances in the process of redressal		0	0	0	0	0	0	0
8	Grievances pending for more than 30 days along with reasons in brief		0	0	0	0	0	0	0
9	Number of Cases redressed in favour of Licensee		0	0	0	2	0	2	4
10	Number of Cases redressed in favour of Consumers		0	0	0	0	1	0	1
11	Others (Withdrawal)		0	0	0	0	0	0	0
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

