CGRF (Torrent Power Limited - Surat)

No. of sittings attended by Independent Member

Format I Quarter: IV

Financial Year: 2023-24 Delay in Quality of Sr. Meter Billing **Quality** of Restoring **Parameters** Others Total No. Supply **Problems Problems** Service Supply Grievances pending at the end of previous quarter Grievances received during the quarter Total Grievances (1+2) Grievances redressed during the quarter Balance grievances to be attended (3-4) Within 30 days 2 (delay on After 30 days account of 2 (time sought Grievances successfully redressed during the quarter along with reasons providing by complainant) in brief opportunity Total Grievances in the process of redressal Grievances pending for more than 30 days along with reasons in brief Number of Cases redressed in favour of Licensee Number of Cases redressed in favour of Consumers Others (Withdrawal) No. of sittings in the Quarter No. of sittings attended by Chairperson No. of sittings attended by Technical Member

NIL

Format II

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

| 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) |
|------------|----------------|-----------------------|---|-------------------------------------|--|---|---|--|
| | 26/2023- 24 | Dhara Piyush Patel | Non acceptance of application for shifting of meter | | To acceptance of application in proper requisition form along required fees, shifting application to processed and power to be restored | No | No | |

Format II

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

| 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 compliance on CGRF order (Provide date of completion in case order is implemented) |
|------------|----------|----------------------|------------------------------------|-------------------------------------|------------------------|---|---|---|
| | | NIL | | | | | | |
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