

FORMAT ON QUARTERLY REPORT TO BE SUBMITTED BY CGRF (APRIL TO JUNE-2024)

Name of the Forum: Torrent Power Limited – Consumer Grievance Redressal Forum, Ahmedabad
Quarter: 1st Quarter ending 30th June, 2024 (01-04-2024 TO 30-06-2024)
Financial Year: 2024-25
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-4 ended on 31 st March, 2024	0	0	0	0	0	1	1	2	
2	Grievances received during the quarter Q-1 (1 st April, 2024 to 30 th June, 2024)	0	0	0	1	0	2	5	8	
3	Total grievances (1+2)	0	0	0	1	0	3	6	10	
4	Grievances redressed during the quarter	0	0	0	1	0	2	3	6	
5	Balance grievances to be attended (3-4) end of Q-1 as on 30 th June, 2024	0	0	0	0	0	1	3	4	
6	Grievances successfully redressed during the quarter	Within 30 days	0	0	0	1	0	1	1	3
		After 30 days	0	0	0	0	0	1	2	3
		Total	0	0	0	1	0	2	3	6
7	Grievances in the process of redressal	0	0	0	0	0	1	3	4	
8	Grievances pending for more than 30 days along with reasons in brief	0	0	0	0	0	0	1	1*	
9	Number of Case redressed in favour of Licensee	0	0	0	1	0	2	3	6	
10	Number of Case redressed in favour of Consumers	0	0	0	0	0	0	0	0	
11	Others	0	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	13								

* C. No. 12/2024 is a Metro Rail EHV Customer. Both parties have sought time for filling their written submissions. The hearing of the matter has been concluded and the order is under discussion.

**Status of implementation of order of CGRF issued in favour of consumers
(During the Quarter-1 - 2024-25)**

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 implement ation	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 Quarter-4 - 2023-24)**

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 implemen tation	Whether consumer approached the Ombudsman? Yes / No	Status of CGRF order / implementation (Provide date of completion in case order is implemented)
----- Not Applicable -----								