

CGRF (Torrent Power Limited - Surat)									
Format I				Quarter: I					
Financial Year : 2024-25									
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	0	0	0	0
2	Grievances received during the quarter		0	0	0	0	1	6	7
3	Total Grievances (1+2)		0	0	0	0	1	6	7
4	Grievances redressed during the quarter		0	0	0	0	1	2	3
5	Balance grievances to be attended (3-4)		0	0	0	0	0	4	4
6	Grievances successfully redressed during the quarter	Within 30 days	0	0	0	0	1	2	3
		After 30 days along with reasons in brief	0	0	0	0	0	0	0
		Total	0	0	0	0	1	2	3
7	Grievances in the process of redressal		0	0	0	0	0	4	4
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	0	1	1	2
10	Number of Cases redressed in favour of Consumers		0	0	0	0	0	0	0
11	Others (Withdrawal)		0	0	0	0	0	1	1
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

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)
		NIL						

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						