

**FORMAT ON QUARTERLY REPORT TO BE SUBMITTED BY CGRF (JULY TO SEPTEMBER-2024)**

**Name of the Forum:** Torrent Power Limited – Consumer Grievance Redressal Forum, Ahmedabad  
**Quarter:** 2<sup>nd</sup> Quarter ending 30<sup>th</sup> September, 2024 (01-07-2024 TO 30-09-2024)  
**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-1 ended on 30 <sup>th</sup> June, 2024)	0	0	0	0	0	1	3	4	
2	Grievances received during the quarter Q-2 (2 <sup>nd</sup> July, 2024 to 30 <sup>th</sup> September, 2024)	0	1	0	0	0	4	1	6	
3	Total grievances (1+2)	0	1	0	0	0	5	4	10	
4	Grievances redressed during the quarter	0	1	0	0	0	3	4	8	
5	Balance grievances to be attended (3-4) end of Q-2 as on 30 <sup>th</sup> September, 2024	0	0	0	0	0	2	0	2	
6	Grievances successfully redressed during the quarter	Within 30 days	0	1	0	0	0	3	1	5
		After 30 days	0	0	0	0	0	0	3	3
		Total	0	1	0	0	0	3	4	8
7	Grievances in the process of redressal	0	0	0	0	0	2	0	2	
8	Grievances pending for more than 30 days along with reasons in brief	0	0	0	0	0	2	0	2	
9	Number of Case redressed in favour of Licensee	0	1	0	0	0	0	4	5	
10	Number of Case redressed in favour of Consumers	0	0	0	0	0	0	0	0	
11	Others	0	0	0	0	0	3	0	3	
12	No. of sittings in the quarter	12								
13	No. of sittings attended by Chairperson	12								
14	No. of sittings attended by Technical Member	09								
15	No. of sittings attended by Independent Member	12								

\* **C. No. 19/2024:** The hearing of the said matter is concluded on 13.09.2024. However, both parties have sought time and submitted written arguments after the hearing got concluded. The order is under discussion.

\* **C. No. 20/2024:** Complainant had sought adjournment for 1<sup>st</sup> hearing scheduled on 13.09.2024. Further, the hearing was scheduled on 20.09.2024, the matter was discussed thoroughly and the Complainant requested further time to submit his arguments. Later, the hearing was again scheduled on 27.09.2024 where the complainant did not remain present and submitted his written arguments through e-mail. The order of the said matter is under discussion.

**Status of implementation of order of CGRF issued in favour of consumers  
(During the Quarter-2 - 2024-25)**

<b>Sr. No.</b>	<b>Case No.</b>	<b>Name of Applicant</b>	<b>Subject of the case in brief</b>	<b>CGRF Judgment Date</b>	<b>Order of CGRF in brief</b>	<b>Time Period given in order for implement ation</b>	<b>Whether consumer approached the Ombudsman ? Yes / No</b>	<b>Status of CGRF order / implementation (Provide date of completion in case order is implemented)</b>
----- Not Applicable -----								

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

<b>Sr. No.</b>	<b>Case No.</b>	<b>Name of Applicant</b>	<b>Subject of the case in brief</b>	<b>CGRF Judgment Date</b>	<b>Order of CGRF in brief</b>	<b>Time Period given in order for implement ation</b>	<b>Whether consumer approached the Ombudsman ? Yes / No</b>	<b>Status of CGRF order / implementation (Provide date of completion in case order is implemented)</b>
----- Not Applicable -----								