## **CGRF** (Torrent Power Limited - Surat)

Format I Quarter: II

| OIIIIa     |  |   |                      |                   |                     | <u> </u>              | Fi     | inancial Year                               | : 2024-25 |
|------------|--|---|----------------------|-------------------|---------------------|-----------------------|--------|---|-----------|
| Sr.<br>No. | Parameters   | Delay in<br>Restoring<br>Supply                 | Quality of<br>Supply | Meter<br>Problems | Billing<br>Problems | Quality of<br>Service | Others | Total                                       |           |
| 1          | Grievances pending at the end of previous quarter    | 0   | 0                    | 0                 | 0                   | 0                     | 4      | 4   |           |
| 2          | Grievances received during the quarter               | 0   | 0                    | 2                 | 0                   | 0                     | 3      | 5   |           |
| 3          | Total Grievances (1+2)                               | 0   | 0                    | 2                 | 0                   | 0                     | 7      | 9   |           |
| 4          | Grievances redressed during the quarter              | 0   | 0                    | 2                 | 0                   | 0                     | 6      | 8   |           |
| 5          | Balance grievances to be attended (3-4)              | 0   | 0                    | 0                 | 0                   | 0                     | 1      | 1   |           |
| 6          | Grievances successfully redressed during the quarter | Within 30 days                                  | 0                    | 0                 | 2                   | 0                     | 0      | 1   | 3         |
|            |  | After 30 days<br>along with reasons<br>in brief | 0                    | 0                 | 0                   | 0                     | 0      | 5 (additional<br>time sought<br>by parties) | 5         |
|            |  | Total   | 0                    | 0                 | 2                   | 0                     | 0      | 6   | 8         |
| 7          | Grievances in the process of redressal               | 0   | 0                    | 0                 | 0                   | 0                     | 1      | 1   |           |
| 8          | Grievances pending for more than 30 days along with  | 0   | 0                    | 0                 | 0                   | 0                     | 0      | 0   |           |
| 9          | Number of Cases redressed in favour of Licensee      | 0   | 0                    | 0                 | 0                   | 0                     | 5      | 5   |           |
| 10         | Number of Cases redressed in favour of Consumers     | 0   | 0                    | 0                 | 0                   | 0                     | 1      | 1   |           |
| 11         | Others (Withdrawal)                                  | 0   | 0                    | 2                 | 0                   | 0                     | 0      | 2   |           |
| 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.<br>No. | Case No. | Name of<br>Applicant | Subject of<br>the case in<br>brief | CGRF<br>Judgment<br>No. and<br>Date | Order of CGRF in brief | Time period<br>given in order for<br>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.<br>No. | Case No. | Name of<br>Applicant | Subject of<br>the case in<br>brief | CGRF<br>Judgment<br>No. and<br>Date | Order of CGRF in brief | Time period<br>given in order for<br>implementation | Whether Consumer approached the Ombudsman? Yes/NO | Status of compliance on<br>CGRF order (Provide date<br>of completion in case<br>order is implemented) |
|------------|----------|----------------------|------------------------------------|-------------------------------------|------------------------|---|---|---|
|            |          | NIL                  |                                    |                                     |                        |   |   |   |
|            |          |                      |                                    |                                     |                        |   |   |   |