

**FORMAT ON QUARTERLY REPORT TO BE SUBMITTED BY CGRF (JANUARY TO MARCH-2025)**

Name of the Forum: **Torrent Power Limited – Consumer Grievance Redressal Forum, Ahmedabad**

Quarter: **4<sup>th</sup> Quarter (01-01-2025 TO 31-03-2025)**

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-3 ended on 31 <sup>st</sup> December, 2024)		0	0	0	0	0	0	0	0
2	Grievances received during the quarter Q-4 (1 <sup>st</sup> January, 2025 to 31 <sup>st</sup> March, 2025)		0	0	0	0	0	1	1	2
3	Total grievances (1+2)		0	0	0	0	0	1	1	2
4	Grievances redressed during the quarter		0	0	0	0	0	0	1	1
5	Balance grievances to be attended (3-4) end of Q-4 as on 31 <sup>st</sup> March, 2025		0	0	0	0	0	1	0	1
6	Grievances successfully redressed during the quarter	Within 30 days	0	0	0	0	0	0	1	1
		After 30 days	0	0	0	0	0	0	0	0
		Total	0	0	0	0	0	0	1	1
7	Grievances in the process of redressal		0	0	0	0	0	1	0	1
8	Grievances pending for more than 30 days along with reasons in brief		0	0	0	0	0	0	0	0
9	Number of Case redressed in favour of Licensee		0	0	0	0	0	0	1	1
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

	<b>CGRF TPL-AHD(D) (no.1)*</b> <b>(up to 10.02.2025)</b>	
12	No. of sittings attended by Chairperson	5
13	No. of sittings attended by Technical Member	5
14	No. of sittings attended by Independent Member	5
15	No. of sittings in the quarter	5

	<b>CGRF TPL-AHD(D) (no.4)*</b> <b>(new formation through letter dated 11.02.2025)</b>	<b>Corporate Forum</b>	<b>West Circle Forum</b>	<b>East Circle Forum</b>	<b>Gandhinagar Circle Forum</b>	<b>Total</b>
16	No. of sittings attended by Chairperson	7	1	2	1	11
17	No. of sittings attended by Independent Member	7	1	2	1	11
18	No. of sittings attended by Representative of Consumer Member	7	1	2	1	11
19	No. of sittings attended by Representative of Prosumer Member	7	1	1	0	9
20	No. of sittings attended by Finance Member	5	0	1	0	6
21	No. of sittings in the quarter	7	1	2	1	11

\* The formation of four new CGRFs at TPL-AHD(D) namely West Circle, East Circle, Gandhinagar Circle and Corporate Forum were constituted on 11.02.2025 in line with CGRF and Ombudsman Regulations, Notification no.3 of 2023. (letter enclosed - Annexure-A)

**Status of implementation of order of CGRF issued in favour of consumers  
(During the Quarter-4 - 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-3 - 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 -----								