

CGRF (Torrent Power Limited - Surat)									
Format I			Quarter: IV						
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	1	1
2	Grievances received during the quarter		0	3	0	0	0	8	11
3	Total Grievances (1+2)		0	3	0	0	0	9	12
4	Grievances redressed during the quarter		0	3	0	0	0	8	11
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	3	0	0	0	3	6
		After 30 days along with reasons in brief	0	0	0	0	0	5 (Time Saught by both the parties)	5
		Total	0	3	0	0	0	8	11
7	Grievances in the process of redressal		0	0	0	0	0	1	1
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	1	0	0	0	6	7
10	Number of Cases redressed in favour of Consumers		0	0	0	0	0	0	0
11	Others (Withdrawal)		0	2	0	0	0	2	4
	CGRF - Torrent Power Limited Surat (upto 28.02.2025)								
12	No. of sittings in the Quarter		9						
13	No. of sittings attended by Chairperson		9						
14	No. of sittings attended by Technical Member		9						
15	No. of sittings attended by Independent Member		Nil						
	CGRF - Torrent Power Limited Surat - Corporate (from 01.03.2025)								
12	No. of sittings in the Quarter		4						
13	No. of sittings attended by Chairperson		4						
14	No. of sittings attended by Finance Member		4						
15	No. of sittings attended by Independent Member		4						
16	No. of sittings attended by Representative of Consumer Member		3						
17	No. of sittings attended by Representative of Prosumer Member		2						

**Format II****Status of Implementation of order of CGRF issued in favour of Consumers (during the current quarter)**

<b>Sr. No.</b>	<b>Case No.</b>	<b>Name of Applicant</b>	<b>Subject of the case in brief</b>	<b>CGRF Judgment No. and Date</b>	<b>Order of CGRF in brief</b>	<b>Time period given in order for implementation</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>
		NIL						

**Format II****Status of pending Implementation of order of CGRF issued in favour of Consumers (during the previous quarter)**

<b>Sr. No.</b>	<b>Case No.</b>	<b>Name of Applicant</b>	<b>Subject of the case in brief</b>	<b>CGRF Judgment No. and Date</b>	<b>Order of CGRF in brief</b>	<b>Time period given in order for implementation</b>	<b>Whether Consumer approached the Ombudsman? Yes/NO</b>	<b>Status of compliance on CGRF order (Provide date of completion in case order is implemented)</b>
		NIL						