

FORMAT ON QUARTERLY REPORT TO BE SUBMITTED BY CGRF (APRIL TO JUNE-2025)

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

Quarter: 1st Quarter ending 30th June, 2025 (01-04-2025 TO 30-06-2025)

Financial Year: 2025-26

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-4 ended on 31 st March, 2025		0	0	0	0	0	1	0	1
2	Grievances received during the quarter Q-1 (1 st April, 2025 to 30 th June, 2025)		0	0	0	1	0	1	1	3
3	Total grievances (1+2)		0	0	0	1	0	2	1	4
4	Grievances redressed during the quarter		0	0	0	1	0	2	0	3
5	Balance grievances to be attended (3-4) end of Q-1 as on 30 th June, 2025		0	0	0	0	0	0	1	1
6	Grievances successfully redressed during the quarter	Within 30 days	0	0	0	1	0	1	0	2
		After 30 days	0	0	0	0	0	1	0	1
		Total	0	0	0	1	0	2	0	3
7	Grievances in the process of redressal		0	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	0
9	Number of Case redressed in favour of Licensee		0	0	0	1	0	1	0	2
10	Number of Case redressed in favour of Consumers		0	0	0	0	0	0	0	0
11	Others		0	0	0	0	0	1	0	1

	CGRF TPL-AHD(D) (no.4)* (new formation through letter dated 11.02.2025)	Corporate Forum	West Circle Forum	East Circle Forum	Gandhinagar Circle Forum	Total
12	No. of sittings attended by Chairperson	12	1	1	0	14
13	No. of sittings attended by Independent Member	12	1	1	0	14
14	No. of sittings attended by Representative of Consumer Member	10	1	1	0	12
15	No. of sittings attended by Representative of Prosumer Member	12	1	1	0	14
16	No. of sittings attended by Finance Member	10	1	1	0	12
17	No. of sittings in the quarter	12	1	1	0	14

* 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.

**Status of implementation of order of CGRF issued in favour of consumers
(During the Quarter-1 - 2025-26)**

Sr. No.	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgment 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)
----- Not Applicable -----								

**Status of pending implementation of order of CGRF issued in favour of consumers
(During the Quarter-4 - 2024-25)**

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)
----- Not Applicable -----								