

CGRF (Torrent Power Limited - Surat)
Format I
Quarter: I
Financial Year : 2025-26

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	0	0	0	0	1	1
3	Total Grievances (1+2)	0	0	0	0	0	2	2
4	Grievances redressed during the quarter	0	0	0	0	0	2	2
5	Balance grievances to be attended (3-4)	0	0	0	0	0	0	0
6	Grievances successfully redressed during the quarter	Within 30 days	0	0	0	0	2	2
		After 30 days along with reasons in brief	0	0	0	0	0	0
		Total	0	0	0	0	2	2
7	Grievances in the process of redressal	0	0	0	0	0	0	0
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	0	0	0	0	1	1
10	Number of Cases redressed in favour of Consumers	0	0	0	0	0	0	0
11	Others (Withdrawal)	0	0	0	0	0	1	1
12	No. of sittings in the Quarter							13
13	No. of sittings attended by Chairperson							13
14	No. of sittings attended by Member Finance							13
15	No. of sittings attended by Independent Member							13
16	No. of sittings attended by Representative of Consumer							13
15	No. of sittings attended by Representative of Prosumer							4

Format II

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

Format II

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