

CGRF (Torrent Power Limited - Surat)									
Format I				Quarter: II					
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	0	0
2	Grievances received during the quarter		0	0	0	1	0	2	3
3	Total Grievances (1+2)		0	0	0	1	0	2	3
4	Grievances redressed during the quarter		0	0	0	1	0	2	3
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	1	0	2	3
		After 30 days along with reasons in brief	0	0	0	0	0	0	0
		Total	0	0	0	1	0	2	3
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	1	0	2	3
10	Number of Cases redressed in favour of Consumers		0	0	0	0	0	0	0
11	Others (Withdrawal)		0	0	0	0	0	0	0
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		7						

**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>
1								

**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						