

**Consumer Grievances Redressal Forum
(Corporate Forum)**

Torrent Power Limited – Ahmedabad
HT PSC Building (Block-C), AEC Cross Road,
Naranpura, Ahmedabad-380013
Phone: 079 - 66520022 Ext.- 5940
E-mail: consumerforum@torrentpower.com

ગ્રાહક તકરાર નિવારણ ફોરમ

(કોર્પોરેટ ફોરમ)

ટોરેન્ટ પાવર લિમિટેડ - અમદાવાદ
એચ.ટી. પી.એસ.સી. બિલ્ડિંગ (બ્લોક-સી), એ.ઈ.સી. ચાર રસ્તા,
નારણપુરા, અમદાવાદ-૩૮૦૦૧૩
ફોન : ૦૭૯ - ૬૬૫૨૦૦૨૨ Ext.-૫૯૪૦

Speed Post

Ref.: CGRF/Q-1 Report/Corporate/4048

Date: 06-07-2026

To,

**(1) The Secretary,
Gujarat Electricity Regulatory Commission
6th Floor, GIFT One,
Road 5-C, Zone-5, GIFT City,
Gandhinagar-382355**

**(2) The Office of Electricity Ombudsman
Ground Floor & First Floor,
CMTS Building, Telephone Exchange,
Bimanagar, Jeevandham Road,
Ahmedabad-380015.**

**Sub.: Quarterly Report for the First Quarter ended on 30th June, 2026
(01-04-2026 TO 30-06-2026)**

**Consumer Grievances Redressal Forum (Corporate), Torrent Power Limited,
Ahmedabad**

Dear Sir,

Enclosed herewith please find Quarterly Report for the **First** Quarter ended **30th June, 2026** of Redressal Forum as specified in GERC (CGRF and Ombudsman) Regulations, 2019.

Thanking you,

Yours faithfully,

For, R.K. Dutt

**Convener
Torrent Power Limited
Consumer Grievances Redressal Forum
(Corporate Forum) - Ahmedabad**

Encl.: As above

FORMAT ON QUARTERLY REPORT TO BE SUBMITTED BY CGRF (Corporate Forum)
(APRIL TO JUNE-2026)

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

Quarter: 1st Quarter ending 30th June, 2026 (01-04-2026 TO 30-06-2026)

Financial Year: 2026-27

Status of Grievance Redressal

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 31st March, 2026		0	0	0	0	0	0	0	0	
2	Grievances received during the quarter Q-1 (1st April, 2026 to 30th June, 2026)		0	0	0	0	0	2	1	3	
3	Total grievances (1+2)		0	0	0	0	0	2	1	3	
4	Grievances redressed during the quarter		0	0	0	0	0	1	0	1	
5	Balance grievances to be attended (3-4) end of Q-1 as on 30th June, 2026		0	0	0	0	0	1	1	2	
6	Grievances successfully redressed during the quarter	Within 30 days	0	0	0	0	0	1	0	1	
		After 30 days along with reasons in brief	0	0	0	0	0	0	0	0	0
		Total	0	0	0	0	0	1	0	1	1
7	Grievances in the process of redressal		0	0	0	0	0	1	1	2	
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	0	0	
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	
12	No. of sittings in the quarter		10								
13	No. of sittings attended by Chairperson		10								
14	No. of sittings attended by Independent Member		10								
15	No. of sittings attended by Representative of Consumer Member		10								
16	No. of sittings attended by Representative of Prosumer Member		06								
17	No. of sittings attended by Finance Member		08								

**Status of implementation of order of CGRF (Corporate Forum) issued in favour of consumers
(During the Quarter-1 - 2026-27)**

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 (Corporate Forum) issued in favour of consumers

(During the Quarter-4 - 2025-26)

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 -----								