

Ref. No. TPL-D/RF/349

06.07.2026

By Courier

To,
The Secretary
Gujarat Electricity Regulatory Commission,
6th Floor, GIFT One,
Road 5-C, Zone-5, GIFT City,
GANDHINAGAR – 382 355

Sub.: TPL-D (CGRF) - Quarterly Report for the **First Quarter** ended on **30th June 2026**.

Dear Sir,

Enclosed herewith please find Quarterly Report for the Four Quarter ended on 30th June 2026 of Redressal Forum as specified in GERC (CGRF and Ombudsman) Regulation, 2011.

Thanking you.

Yours faithfully,

Rajnikant Bharatiya
Convener
Redressal Forum
(Torrent Power Ltd.-Dahej)

Encl: As above

TORRENT POWER LIMITED

CIN : L31200GJ2004PLC044068

Plot No : Z/21, Phase-I, Dahej Special Economic Zone, At: Dahej, Tal: Vagra, Dist: Bharuch - 392130, Gujarat.

Phone: +91 261 2400240 connect.dhj@torrentpower.com

Regd. Office : "Samanvay", 600 Tapovan, Ambavadi, Ahmedabad - 380 015 Gujarat, India. + 91 79 26628000

www.torrentpower.com

Annexure – I

Suggested Formats for Online updation

<u>Details of CGRF & Ombudsman</u>				
S.No.	State /SERC	No. of CGRFs	CGRF	Ombudsman
			Details of concerned officials for each CGRF	Details of Ombudsman
1	Gujarat Electricity Regulatory Commission	1	New CGRFs Formation from 01.03.2025) Corporate Forum : 1. Chairperson Shri Vipul Kadakia 2.Independent Member Shri. Kishorsinh Thakor 3. Representative of consumer Shri. Mahendrasinh Rana 4. Representative of Prosumer Shri. Sunil Patel 5. Finance Member Shri. Mahendra Joshi 6. Shri Rajnikant Bharatiya Convener	Not applicable

<u>Vacancies</u>				
S.No.	State/SERC	Vacant Position	CGRF	Ombudsman
			Period Since when Vacancy has arisen	Period Since when Vacancy has arisen
1	Gujarat Electricity Regulatory Commission			

<u>Disposal of Grievances by CGRF</u>		
1	Name of CGRF	Torrent Power Limited, Dahej

2	No. of Grievances outstanding at the close of previous quarter.	0
3	No. of Grievances received during the quarter.	0
4	No. of Grievances disposed during the quarter.	0
5	No. of Grievances pending at the close of quarter.	0
6	No. of Grievances pending which are older than two months.	0
7	No. of Sitzings of CGRFs in the quarter	3

Disposal of Grievances by Ombudsman

1	Name of Ombudsman	
2	No. of Grievances outstanding at the close of previous quarter	
3	No. of Grievances received during the quarter	
4	No. of Grievances disposed during the quarter	
5	No. of Grievances pending at the close of the quarter	
6	No. of Grievances pending which are older than two months	
7	No. of sittings of Ombudsman in the quarter	

Status of Achievement of Standards of Performance (SOP)

1	Name of State	Gujarat
2	The date and details of notification of SOP by SERC	31 st March, 2005
3	The date and details on which the licensee has furnished the report to SERC under Section 59 (1) for the last Financial Year	
4	Links to the reports submitted by the licensees	
5	The number of cases in which compensation was made under subsection (2) of section 57	Nil
6	The aggregate amount of the compensation paid	Nil
7	The date and details of the report published by SERC under Section 59(2)	

QUARTERLY REPORT BY COMPANY

(FORMAT-I)

Quarter: I

Financial Year: 2026-27

Sr. No.	Parameter	Delay in restoring Supply	Quality of Supply	Meter Problem	Billing Problem	Quality of Service	Others	Total
1	Grievances pending at the end of previous quarter							0
2	Grievances received during the quarter							0
3	Total Grievances (1+2)							0
4	Grievances redressed during the quarter							0
5	Balance grievances to be attended (3-4)							0
6	Grievances successfully redressed during the quarter	Within 30 days						0
		After 30 days						0
		Total						0
7	Grievances in the process of redressal							0
8	Grievances pending for more than 30 days							0
9	Number of cases redressed in favour of Licensee							0
10	Number of cases redressed in favour of Consumers							0
11	Others							0

	CGRF - Torrent Power Limited Dahej		
12	No. of sittings in the quarter		3
13	No. of sittings attended by Chairperson		3
14	No. of sittings attended by Technical Member		3
14	No. of sittings attended by Finance Member		3
15	No. of sittings attended by Independent Member		3
16	No. of sittings attended by Representative of Consumer Member		3
17	No. of sittings attended by Representative of Prosumer Member		3

FORMAT-IV**Status of implementation of order of CGRF issued in favor of Consumers (during the current quarter)**

Sr. No.	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgement 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)
1								
2								
3								

FORMAT-IV**Status of pending implementation of order of CGRF issued in favor of Consumers (during the previous quarters)**

Sr. No.	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgement No. and Date	Order of CGRF in brief	Time period given in order for implementation	Whether consumer approached the Ombudsman? YES/No	Status of compliance on CGRF order (Provide date of completion in case order is implemented)
1								
2								
3								