

**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:** 1<sup>st</sup> Quarter ending 30<sup>th</sup> 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 <sup>st</sup> March, 2025	0	0	0	0	0	1	0	1
2	Grievances received during the quarter Q-1 (1 <sup>st</sup> April, 2025 to 30 <sup>th</sup> 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 <sup>th</sup> 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	2
		After 30 days	0	0	0	0	0	1	0
		Total	0	0	0	1	0	2	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

	<b>CGRF TPL-AHD(D) (no.4)* (new formation through letter dated 11.02.2025)</b>	<b>Corporate Forum</b>	<b>West Circle Forum</b>	<b>East Circle Forum</b>	<b>Gandhinagar Circle Forum</b>	<b>Total</b>
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 CGR issued in favour of consumers  
(During the Quarter-1 - 2025-26)**

----- Not Applicable -----

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