

FORMAT ON QUARTERLY REPORT TO BE SUBMITTED BY CGRF (Corporate Forum)
(JULY TO SEPTEMBER-2025)

Name of the Forum: Torrent Power Limited – Consumer Grievance Redressal Forum, Ahmedabad **(Corporate Forum)**
Quarter: 2nd Quarter ending 30th September, 2025 (01-07-2025 TO 30-09-2025)
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-1 ended on 30 th June, 2025 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| 2 | Grievances received during the quarter Q-2 (1 st July, 2025 to 30 th September, 2025) | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 3 |
| 3 | Total grievances (1+2) | 0 | 0 | 0 | 0 | 0 | 1 | 3 | 4 |
| 4 | Grievances redressed during the quarter | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 |
| 5 | Balance grievances to be attended (3-4) end of Q-2 as on 30 th September, 2025 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| 6 | Grievances successfully redressed during the quarter | Within 30 days | 0 | 0 | 0 | 0 | 0 | 3 | 3 |
| | | After 30 days along with reasons in brief | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| | | Total | 0 | 0 | 0 | 0 | 0 | 3 | 3 |
| 7 | Grievances in the process of redressal | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 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 | 0 | 0 | 0 | 3 | 3 |
| 10 | Number of Case redressed in favour of Consumers | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 11 | Others | 0 | 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 Independent Member | 13 | | | | | | | |
| 15 | No. of sittings attended by Representative of Consumer Member | 13 | | | | | | | |
| 16 | No. of sittings attended by Representative of Prosumer Member | 11 | | | | | | | |
| 17 | No. of sittings attended by Finance Member | 13 | | | | | | | |

* Complaint No. C/06/2025-26 - Complainant: - Rocky Dilipkumar Shah - The complaint is registered at Corporate Forum on 18.09.2025 and the hearing of the said case is concluded on 26.09.2025. The matter is at order stage.

**Status of implementation of order of CGRF (Corporate Forum) issued in favour of consumers
(During the Quarter-2 - 2025-26)**

| 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-1 - 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 ----- | | | | | | | | |