

**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: 2<sup>nd</sup> Quarter ending 30<sup>th</sup> 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 <sup>th</sup> June, 2025	0	0	0	0	0	0	1	1
2	Grievances received during the quarter Q-2 (1 <sup>st</sup> July, 2025 to 30 <sup>th</sup> 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 <sup>th</sup> September, 2025	0	0	0	0	0	1	0	1
6	Within 30 days	0	0	0	0	0	0	3	3
	After 30 days along with reasons in brief	0	0	0	0	0	0	0	0
	Total	0	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)**

**Status of pending implementation of order of CGRF (Corporate Forum) issued in favour of consumers  
(During the Quarter-1 - 2025-26)**