FORMAT ON QUARTERLY REPORT TO BE SUBMITTED BY CGRF (Corporate Forum)
(OCTOBER TO DECEMBER-2025)

Name of the Forum: **Torrent Power Limited – Consumer Grievance Redressal Forum, Ahmedabad (Corporate Forum)**
Quarter: **3rd Quarter ending 31st December, 2025 (01-10-2025 TO 31-12-2025)**
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-2** ended on **30th September, 2025**		0	0	0	0	0	1	0	1
2	Grievances received during the quarter **Q-3 (1st October, 2025 to 31st December, 2025)**		0	0	0	1	0	1	4	6
3	Total grievances (1+2)		0	0	0	1	0	2	4	7
4	Grievances redressed during the quarter		0	0	0	1	0	2	3	6
5	Balance grievances to be attended (3-4) end **of Q-3 as on 31st December, 2025**		0	0	0	0	0	0	1	1
6	Grievances successfully redressed during the quarter	Within 30 days	0	0	0	1	0	2	2	5
		After 30 days along with reasons in brief	0	0	0	0	0	0	1	1*
		Total	0	0	0	1	0	2	3	6
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	1	1**
9	Number of Case redressed in favour of Licensee		0	0	0	0	0	1	3	4
10	Number of Case redressed in favour of Consumers		0	0	0	0	0	0	0	0
11	Others		0	0	0	1	0	1	0	2
12	No. of sittings in the quarter		12							
13	No. of sittings attended by Chairperson		12							
14	No. of sittings attended by Independent Member		12							
15	No. of sittings attended by Representative of Consumer Member		12							
16	No. of sittings attended by Representative of Prosumer Member		09							
17	No. of sittings attended by Finance Member		09							

* Complaint No. C/09/2025-26 - The complaint was registered at CGRF on 14.10.2025. First hearing of the case was scheduled on 31.10.2025 where Complainant submitted adjournment. Later, next hearing of the complaint was scheduled on 07.11.2025. Complainant sought time for additional submission after the hearing concluded on 07.11.2025. Thereafter, CGRF order was passed on 14.11.2025 (32 days from the date of complaint registered). Therefore, the said case was not redressed within 30 days.

** Complaint No. C/11/2025-26 - The complaint is registered at Corporate Forum on 03.12.2025. First hearing of the said case was scheduled on 10.12.2025. The matter is under discussion and the next hearing is scheduled on 02.01.2026.

Status of implementation of order of CGRF (Corporate Forum) issued in favour of consumers
(During the Quarter-3 - 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 impleme ntation	Whether consumer approached the Ombudsma n? 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-2 - 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 impleme ntation	Whether consumer approached the Ombudsman ? Yes / No	Status of CGRF order / implementation (Provide date of completion in case order is implemented)
------- Not Applicable ------								