

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

Name of the Forum: **Torrent Power Limited – Consumer Grievance Redressal Forum, Ahmedabad (West Circle 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 30 th September, 2025	0	0	0	0	0	0	0	0
2	Grievances received during the quarter Q-3 (1 st October, 2025 to 31 st December, 2025)	0	0	0	0	0	0	0	0
3	Total grievances (1+2)	0	0	0	0	0	0	0	0
4	Grievances redressed during the quarter	0	0	0	0	0	0	0	0
5	Balance grievances to be attended (3-4) end of Q-3 as on 31 st December, 2025	0	0	0	0	0	0	0	0
6	Grievances successfully redressed during the quarter	Within 30 days	0	0	0	0	0	0	0
		After 30 days along with reasons in brief	0	0	0	0	0	0	0
		Total	0	0	0	0	0	0	0
7	Grievances in the process of redressal	0	0	0	0	0	0	0	0
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	0	0
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	1							
13	No. of sittings attended by Chairperson	1							
14	No. of sittings attended by Independent Member	1							
15	No. of sittings attended by Representative of Consumer Member	1							
16	No. of sittings attended by Representative of Prosumer Member	1							
17	No. of sittings attended by Finance Member	1							

**Status of implementation of order of CGRF (West Circle 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 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 (West Circle 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 implementation	Whether consumer approached the Ombudsman ? Yes / No	Status of CGRF order / implementation (Provide date of completion in case order is implemented)
----- Not Applicable -----								

Suggested Formats for Online updation
3rd Quarter (1st October 2025 to 31st December 2025)

Details of CGRF (West Circle) & Ombudsman				
S.No.	State/SERC	CGRF		Ombudsman
		No. of CGRFs	Details of the concerned officials for each CGRF	Details of the Ombudsman
1	Gujarat	CGRF-Torrent Power Limited-Ahmedabad	<p>(New CGRFs formation through letter dated 11.02.2025)</p> <p>West Circle Forum:</p> <p>1) Chairperson: Mr. Abhijit Joshi</p> <p>2) Independent Member: Mr. Divyesh D. Bais</p> <p>3) Representative of Consumer: Mr. Sanjay M. Shah</p> <p>4) Representative of Prosumer: Mr. Amitsinh M. Vaghela</p> <p>5) Finance Member: Mr. Santosh Sharma</p> <p>Convener: Ms. Jyoti Shah</p>	<p>Ombudsman: Mr. P. A. Vaghela</p> <p>Staff Officer: Mr. J. C. Raychura</p>

Vacancies				
S.No.	State / SERC	CGRF – TPL-Ahmedabad		Ombudsman
		Vacant Position	Period since when vacancy has arisen	Period since when vacancy has arisen
- NA -				

<u>Disposal of Grievances by CGRF</u>		
1	Name of CGRF	CGRF (West Circle) -TPL-Ahmedabad
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 the quarter	0
6	No. of Grievances pending which are older than two months	0
7	No. of sittings of CGRFs in the quarter	1

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

<u>Status of Achievement of Standards of Performance (SOP)</u>		
1	Name of State	Gujarat (CGRF-TPL-Ahm)
2	The date and details of notification of SOP by SERC	SOP no. 02 of 2023
3	The date and details on which the licensee has furnished the report to SERC under Section 59 (1) for the last Financial Year	E-mail dated : 06/05/2025 to Mr. Abhishek Makwana (abhishekmakwana@gercin.org)
4	Links to the reports submitted by the licensees	NA
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)	NA