



10th April 2026
CFI-LRA-LRA-RGWR-LETR-001540

Secretary,
Maharashtra Electricity Regulatory Commission
13th Floor, Centre No. 1,
World Trade Centre, Cuffe Parade,
Colaba, Mumbai – 400 005

Dear Sir,

Sub: CGRF Quarterly Report for the period April 2026 to June 2026.

Ref: MERC (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020.

This is with reference to the information required to be submitted by the Distribution Licensees under Regulation 26 of Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020.

In compliance with the applicable regulations, we are submitting the Quarterly CGRF Report in the prescribed format shared by the Hon'ble Commission vide email dated 21st June 2021, for the period from April 2026 to June 2026, as **Annexure 1**. The details regarding the **status of vacancy position and period of vacancies** in the CGRF are enclosed as **Annexure 2** to this letter.

Trust this satisfies the requirement.

Thanking you,

(Vidyadhar Wagle)
Chief – Regulatory

Encl: Annexure 1, Annexure 2

OFFICE OF THE
MAHARASHTRA ELECTRICITY
REGULATORY COMMISSION
WTC, CUFFE PARADE, MUMBAI - 400 005.

TATA POWER

The Tata Power Company Limited

Backbay Receiving Station Regulation Department 148 Lt Gen J Bhonsale Marg Nariman Point Mumbai - 400 021
Tel 91 22 6717 2947

Registered Office Bombay House 24 Homi Mody Street Mumbai 400 001
CIN : L28920MH1919PLC000567 Website : www.tatapower.com Email : tatapower@tatapower.com

Name of Distribution Licensee : THE TATA POWER COMPANY LIMITED										Name of CGRF : THE TATA POWER COMPANY LIMITED									
I. Summary of grievances redressal during the quarterly report period from APR 2025 to JUN 2026																			
No. of grievances pending on start date	No. of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed*				Total No. of grievances redressed during the period	Total No. of grievances pending at end of the period	No. of decisions in favour of Consumer	No. of orders requiring compliance report by licensee	No. of orders providing payments of compensation by Licensee to Complainant	Status of compliance by Licensee (No. of Orders)					
					Within 15 working days*	Beyond 15 working days*	Within 60 days**	Beyond 60 days**						Reports received within the period as per order	Reports received beyond specified period in the order	Not Complied			
A	B	C=(A+B)	D	E=(C-D)	F	G	H	I	J=(F+G+H+I)	K=(E-J)	L	M=(J-L)	N	O	P	Q	R		
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0		
*For Grievance related to non-supply, connection, re-connection or disconnection of supply **for all other Grievances (Except * above)																			
a. Consumer category-wise distribution of complaints										c. Consumer category-wise compensation awarded									
Category of Grievance	Filed (Nos) #	Redressed (Nos)	Pending (Nos)	Category of Grievance	No of Cases Redressed	Amount compensation awarded in Rs.													
Residential	0	0	0	Residential	0	0													
Commercial	0	0	0	Commercial	0	0													
Agricultural	0	0	0	Agricultural	0	0													
Industrial	0	0	0	Industrial	0	0													
Others	0	0	0	Others	0	0													
Total	0	0	0	Total	0	0													
# For filed cases the 'Total' count shall be as per the Nos shown at E9 above (i.e. Total No. of grievances actionable during the period)																			
f. Vacancies and duration of vacancies																			
Chairperson	Member (CFO)	Member (Licensee)																	
Vacancy	YES	NO																	
If yes, Duration (Vacancy arising from the date)	28.02.2026	Not Applicable																	
g. Number of Orders appealed against																			
h. Number of Orders set aside by the Electricity Ombudsman																			
i. Number of Cases where compliance of Order has been recorded;																			
j. Details of Consumer advocacy workshops conducted by the Forum																			
k. Details of New local Initiatives																			
0																			
II. Nature of Grievances redressed																			
Nature of Complaint	Filed (Nos) #	Redressed (Nos)	Pending (Nos)																
Billing related	0	0	0																
Meter Fault	0	0	0																
Technical	0	0	0																
New Connection	0	0	0																
Quality of Supply	0	0	0																
Service Related	0	0	0																
Others	0	0	0																
Total	0	0	0																
III. No. of Grievances pending for more than two months																			
0																			
d. Case-wise reasons for delay in disposal with respect to specified time																			
NIL																			
e. Number of sittings in each area																			
3.00																			

For filed cases, the 'Total' count shall be as per the Nos shown at E9 above (i.e. Total No. of grievances actionable during the period)

Member (Mallest D Joshi)
CGRF, Tata Power

Annexure 2: Status of vacancy position & period of vacancies in CGRF:

Sr No	Details of Office of CGRF	Status of vacancy Position & period of vacancies in CGRF			
		Post of CGRF	Name	Present Tennure	
				From	To
1	Consumer Grievance Redressal Forum, The Tata Power Company Ltd, Powai Receiving Station, Near Kailash Complex, Park Side Road, Vikhroli (W), Mumbai 400 079	Chairperson	—	Vacant since 23-02-2026	
		Technical Member (Lic.'s Rep)	Mr. Mahesh Joshi	01-04-2026	31-03-2029
		Independent Member (Nominated by the Commission)	Smt. Pranita L. Kothale	18-03-2026	17-03-2029