



09th October 2026
CFI-LRA-LRA-RGWR-LETR-001540
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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 July 2026 to September 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 July 2026 to September 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

Date: 01.07.2026

Name of Distribution Licensee : THE TATA POWER COMPANY LIMITED

Name of CGRF : THE TATA POWER COMPANY LIMITED

Annexure 1

I. Summary of grievances redressed during the quarterly report period from JULY 2026 to SEPT 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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed*				Total No. of grievances redressed during the period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 decisions in favour of Licensee	No. of orders requiring compliance 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 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	3	3	0	3	0	0	1	0	1	2	0	1	0	0	Nil	Nil	Nil

*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

Category of Grievance	Filed (Nos)#	Redressed (Nos)	Pending (Nos)
Residential	3	1	2
Commercial	0	0	0
Agricultural	0	0	0
Industrial	0	0	0
Others	0	0	0
Total	3	1	2

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)

g. Vacancies and duration of vacancies

Vacancy	Chairperson	Member	
		(CPO)	(Licensee)
	NO	NO	NO
If yes, Duration (Vacancy arising from the date)	Not Applicable	Not Applicable	Not Applicable

c. Consumer category-wise compensation awarded

Category of Grievance	No of Cases Redressed	Amount compensation awarded In Rs.
Residential	0	0
Commercial	0	0
Agricultural	0	0
Industrial	0	0
Others	0	0
Total	0	0

d. Case-wise reasons for delay in disposal with respect to specified time

Nil

e. Number of sittings in each area

3

f. Average number of days for redressal in CGRF

44

II. Nature of Grievances redressed

Nature of Complaint	Filed (Nos)#	Redressed (Nos)	Pending (Nos)
Billing related	2	1	1
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	1	0	1
Total	0	1	2

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)

III. No. of Grievances pending for more than two months

0

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	Mr. Shankarrao Ramrao Bhadgale	17.09.2026	16.09.2029
		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