



4th February 2026
CFI-LRA-LRA-RGWR-001455

Electricity Ombudsman office
107, 108 Arcadia, NCPA Marg,
Nariman Point, Mumbai 400 021

Dear Sir,

Sub: Quarterly Report of Internal Complaint Redressal System (ICRS) for the period October 2025 to December 2025

Ref: Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020 dated 21st September 2020

This is with reference to the subject matter regarding the information required to be submitted by Distribution Licensees under Regulations 3.6 and 3.11(h) of the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020.

In compliance with Regulation 3.6, Tata Power–Distribution has already submitted the Internal Procedure for Consumer Grievance Redressal vide letter no. CFI-LRA-LRA-RGWR-LETR-000249 dated 28th October 2021. The same has also been uploaded on the Tata Power–Distribution website.

Further, in compliance with Regulation 3.11(h), we are hereby submitting the quarterly Internal Complaint Redressal System (ICRS) report for the period from October 2025 to December 2025 (refer **Appendix 1**).

Trust this satisfies the requirement.

Thanking You,

(Vidyadhar Wagle)
Chief– Regulatory

AD copy received 3/2/2026
Office of the Electricity Ombudsman (Mumbai)
107 'Arcadia' NCPA Marg, Nariman Point,
Mumbai - 400 021.

Encl: Appendix 1

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

Appendix 1

Quarterly Report of Internal Complaint Redressal System for the period from Oct'25 to Dec'25

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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	No. of grievances redressed				Total No. of grievances redressed during the period	Total No. of grievances pending at End date
					*Within 3 Working days	Beyond 3 Working days	**Within 15 Working days	Beyond 15 Working days		
(A)	(B)	(C=A+B)	(D)	(E=C-D)	(F)	(G)	(H)	(I)	(J=F+G+H+I)	(K=E-J)
260	21880	22140	0	22140	20493	0	1026	297	21816	324

Note: Regulation 3.11 (c)

*The respective department/cell is required to provide remedy on the complaint within three (3) working days in case of complaints related to non-supply, connection, re-connection or disconnection of supply

**The respective department/cell is required to provide remedy on the complaint within fifteen (15) working days for all other complaints, from the date of registering the complaint

Nature of Complaint	Redressed (Nos.)
Quality of Supply (Non Supply, Interruptions, quality, etc.)	20493
Billing Related	945
Meter Related Issues	248
Others (Change of name, etc.)	130
Service Related	0
New Connection	0
Technical (Change of tariff category, etc.)	0
Total	21816

Consumer Category-wise Complainants (Nos.)	
Category of Grievance	Redressed
Residential	20140
Commercial	1381
Industrial	250
Public Services	18
Agriculture	0
Others	27
Total	21816