



29<sup>th</sup> April 2026  
CFI-LRA-LRA-RGWR-001493

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 January 2026 to March 2026**

*Ref: Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020 dated 21<sup>st</sup> 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 January 2026 to March 2026 (refer **Appendix 1**).

Trust this satisfies the requirement.

Thanking You,

(Vidyadhar Wagle)  
Chief– Regulatory

Encl: Appendix 1

OFFICE OF THE  
MAHARASHTRA ELECTRICITY  
REGULATORY COMMISSION  
WTC, CHIEF 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



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# Appendix 1

Quarterly Report of Internal Complaint Redressal System for the period from Jan'26 to Mar'26									
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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	No. of grievances redressed			Total No. of grievances redressed during the period	Total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	**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)
324	24113	24437	0	24437	23398	0	823	108	24329
									(K=E-J)
									108

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 Grievances Redressed	
Nature of Complaint	Redressed
Quality of Supply (Non Supply, interruptions, quality, etc.)	23398
Billing Related	557
Meter Related Issues	246
Others (Change of name, etc.)	128
Service Related	0
New Connection	0
Technical (Change of tariff category, etc.)	0
<b>Total</b>	<b>24329</b>

Consumer Category-wise Complaints	
Category of Grievance	Redressed
Residential	22695
Commercial	1325
Industrial	254
Public Services	28
Agriculture	0
Others	27
<b>Total</b>	<b>24329</b>