



Consumer Grievance Redressal Mechanism

Torrent Power continuously strives to improve its services.

In order to facilitate consumer to raise their grievance and to resolve them, Torrent Power provides various options:

24x7 Call Center: Helpline No 22551912 / 66551912

Torrent Power provides a 24x7 Helpline facility to respond to your queries or register a complaint.

Email: connect.ahd@torrentpower.com

Consumers can send their queries /complaints through Email.

Plug Point

Consumer can approach Plug Point for the resolution of query / complaint on any working day between 10:00 AM to 5:00 PM

If consumer is not satisfied with the solution provided through any of the above options, consumer may approach the Customer Care Manager on any working day between 10:00 AM to 5:00 PM with their grievance.

Consumer Grievance Redressal Forum

Consumer Grievance Redressal Forum is an autonomous body constituted as per the regulation of Hon'ble Gujarat Electricity Regulatory Commission (GERC). Forum address and contact numbers are as under:

The Chairman, Consumer Grievance Redressal Forum (CGRF),

Torrent Power Limited

Plug Point - Naranpura, Sola Road, Ahmedabad - 380 013.

Phone: 079-25502881 Extension: 5940

Email: consumerforum@torrentpower.com

Time: 10:00 AM to 5:00 PM on any working day

Note : Matter related to unauthorized use / theft of energy or case pending in any court/s shall not be considered in CGRF.

connect.torrentpower.com



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POWER

For more details, please call our 24x7 Helpline No.: 22551912 / 66551912

Naranpura | Amraiwadi | Shahpur | Shreenandnagar | Prahladnagar |
Motera | Naroda | Gandhinagar