



# 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 / 19129**

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

**Email: [connect.ahd@torrentpower.com](mailto: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 9:15 AM to 5:15 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 9:30 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 number is as under:

The Chairman, Consumer Grievance Redressal Forum (CGRF),

Torrent Power Limited

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

Phone: 079-27492222 Extension: 5940

Time: 09:15 AM to 05:15 PM on any working day

Email: [consumerforum@torrentpower.com](mailto:consumerforum@torrentpower.com)

## Torrent Power is now on WhatsApp

Just say "Hi" on 6353 070 070 for below mention services :

- Bill copy • Bill payment • Submit meter reading • Complaint registration
- Submit safety concerns • Manage multiple services

**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](http://connect.torrentpower.com)



**torrent**  
**POWER**