

## Annexure 1

### Internal Consumer Redressal System (ICRS) Report – April 2023 to June 2023

| Summary of grievances redressal report period - April 2023 to June 2023 |  |   |   |  |   |   |  |   |   |
|---|--|---|---|--|---|---|--|---|---|
| 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grievances received during the period | Total No. of grievances during the period | No. of grievances not admitted or withdrawn during the period | Total No. of grievances actionable during the period | b. No. of grievances redressed*                   |   |  |   | Total No. of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 |
|   |  |   |   |  | Within 15 Net working days along with TPC leaves* | Beyond 15 Net working days along with TPC leaves* | Within 60 net working days** along with TPC leaves | Beyond 60 net working days ** along with TPC leaves |   |
| (A)<br>Pending cases c/f from last month                                | (B)<br>New request logged in current month   | C = (A+B)                                 | (D)<br>Total Rejected request till month end                  | E = (C-D)  | F   | G   | H  | I   | J = (F+G+H+I)                                       |
| 183   | 50878  | 51061                                     | 0   | 51061  | 50415   | 14  | 0  | 0   | 50429   |

| Nature of Grievances redressed (Nos) |              |              |            |              | Consumer category-wise complaints (Nos) |              |              |            |
|--------------------------------------|--------------|--------------|------------|--------------|---|--------------|--------------|------------|
| Nature of Complaint                  | Filed        | Redressed    | Pending    | Total        | Category of Grievance                   | Filed        | Redressed    | Pending    |
| Non Supply                           | 48984        | 48557        | 427        | 48984        | Residential                             | 48699        | 48097        | 602        |
| Billing related                      | 1478         | 1282         | 196        | 1478         | Commercial                              | 2014         | 1987         | 27         |
| Meter related issue                  | 312          | 310          | 2          | 312          | Industrial                              | 297          | 294          | 3          |
| Disconnection of Supply              | 232          | 231          | 1          | 232          | Others                                  | 51           | 51           | 0          |
| Other Issue                          | 55           | 49           | 6          | 55           | <b>Total</b>                            | <b>51061</b> | <b>50429</b> | <b>632</b> |
| <b>TOTAL</b>                         | <b>51061</b> | <b>50429</b> | <b>632</b> | <b>51061</b> |   |              |              |            |