

Annexure 1

Internal Consumer Redressal System (ICRS) Report – October 2022 to December 2022

| Summary of grievances redressal report period - Oct'22 to Dec'22 | | | | | | | | | |
|--|---|---|---|--|---|---|--|---|---|
| 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grievances received during the period | Total No. of grievances during the period | No .of grievances not admitted or withdrawn during the period | Total No. of grievances actionable during the period | b. No. of grievances redressed* | | | | Total No .of grievances redressed during the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) Pending cases c/f from last month | (B) New request logged in current month | C = (A+B) | (D) Total Rejected request till month end | E = (C-D) | F | G | H | I | J = (F+G+H+I) |
| 155 | 16134 | 16289 | 0 | 16289 | 16086 | 61 | 0 | 0 | 16147 |

| Nature of Grievances redressed | | | | | Consumer category-wise complaints (Nos) | | | |
|--------------------------------|--------------|-----------------|---------------|--------------|---|--------------|--------------|------------|
| Nature of Complaint | Filed (Nos) | Redressed (Nos) | Pending (Nos) | Total (Nos) | Category of Grievance | Filed | Redressed | Pending |
| Non Supply | 15080 | 14974 | 106 | 15080 | Residential | 15229 | 15095 | 134 |
| Billing related | 793 | 766 | 27 | 793 | Commercial | 878 | 872 | 6 |
| Meter related issue | 218 | 212 | 6 | 218 | Industrial | 156 | 154 | 2 |
| Disconnection of Supply | 113 | 113 | 0 | 113 | Others | 26 | 26 | 0 |
| Other Issue | 85 | 82 | 3 | 85 | Total | 16289 | 16147 | 142 |
| TOTAL | 16289 | 16147 | 142 | 16289 | | | | |