

09 January 2024
CFI-LRA-LRA-RGWR-LETR-000889

To,
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
October 2023 to December 2023**

*Ref: Maharashtra Electricity Regulatory Commission (Consumer Grievance
Redressal Forum & Electricity Ombudsman) Regulations, 2020 dated 21st September 2020*

This is with reference to the subject matter regarding information required to be submitted by the Distribution Licensees under Regulation 3.6 and 3.11 (h) of Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020.

In compliance with the regulation 3.6, we have already submitted the Internal Procedure for Consumer Grievance Redressal vide our letter No. CFI-LRA-LRA-RGWR-LETR-000249 dated 28th October 2021 and the same is also uploaded on the website of Tata Power-Distribution.

In compliance with the regulation 3.11 (h), we are submitting the quarterly Internal complaint redressal system (ICRS) report for the period from October 2023 to December 2023. (Refer **Annexure 1**)

Trust this satisfies the requirement.

Thanking you,

-Sd/-

Pankaj Prakash
Head – Regulatory
The Tata Power Company Limited
Encl: Annexure 1

Annexure 1

Summary of grievances redressal report period - Oct'23 to Dec'23									
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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed*				Total No. of grievances redressed during the period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)
223	23837	24060	0	24060	23703	95	0	2	23800

Nature of Grievances redressed				
Nature of Complaint	Filed (Nos)	Redressed (Nos)	Pending (Nos)	Total (Nos)
Non Supply	17566	17345	221	17566
Disconnection of Supply	4859	4857	2	4859
Billing related	1259	1231	28	1259
Meter related issue	288	287	1	288
Other Issue	88	80	8	88
TOTAL	24060	23800	260	24060

Consumer category-wise complaints (Nos)			
Category of Grievance	Filed	Redressed	Pending
Residential	22183	21932	251
Commerical	1663	1654	9
Industrial	182	182	0
Others	32	32	0
Total	24060	23800	260