



22 April 2024

CFI-LRA-LRA-RGWR-LETR-001027

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
January 2024 to March 2024**

*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 January 2024 to March 2024. (Refer **Annexure 1**)

Trust this satisfies the requirement.

Thanking you,


22/04/2024

Girish Pednekar
Interim Incharge- Regulatory
The Tata Power Company Limited
Encl: Annexure 1

TATA POWER
The Tata Power Company Limited

Backbay Receiving Station Regulation Department 148 Lt Gen J Bhonsale Marg Nariman Point Mumbai - 400 021
Tel 91 22 6717 2947

Registered Office Bombay House 24 Homi Mody Street Mumbai 400 001
CIN : L28920MH1919PLC000567 Website : www.tatapower.com Email : tatapower@tatapower.com

Annexure 1

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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed*			Total No. of grievances redressed during the period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	
(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	J = (F+G+H+I)
260	20795	21055	0	21055	20884	11	0	20898

Nature of Grievances redressed			
Nature of Complaint	Filed (Nos)	Redressed (Nos)	Pending (Nos)
Non Supply	14197	14057	140
Disconnection of Supply	6001	6001	0
Billing related	535	523	12
Meter related issue	268	268	0
Other Issue	54	49	5
TOTAL	21055	20898	157

Consumer category-wise complaints (Nos)			
Category of Grievance	Filed	Redressed	Pending
Residential	19369	19227	142
Commerical	1443	1434	9
Industrial	207	201	6
Others	36	36	0
Total	21055	20898	157