

Date: 01.07.2021

Name of Distribution Licensee : THE TATA POWER COMPANY LIMITED

Name of CRRF : THE TATA POWER COMPANY LIMITED

1. Summary of grievances redressed during the quarterly report period from April 2021 to June 2021

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No of grievances received during the period	Total No. of grievances during the period	No of grievances not admitted or withdrawn during the period	Total No of grievances actionable during the period	b. No. of grievances redressed*			Total No of grievances redressed during the period	Total No of grievances pending at end of the period	No of decisions in favour of consumer	No of decisions in favour of Licensee	No of orders requiring compliance report by licensee	No of orders providing payments of compensation by Licensee to Complainant	Status of compliance by Licensee (No. of Orders)		
					Within 15 working days*	Beyond 15 working days*	Within 60 days**							Beyond 60 days**	Reports received within period as per order	Reports received beyond specified period in the order
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*For Grievance related to non-supply, connection, re-connection or disconnection of supply
**for all other Grievances (Except * above)

a. Consumer category-wise distribution of complaints

Category of Grievance	Filed (Nos)#	Redressed (Nos)	Pending (Nos)
Residential	0	0	0
Commercial	0	0	0
Agricultural	0	0	0
Industrial	0	0	0
Others	0	0	0
Total	0	0	0

For filed cases, the 'Total' count shall be as per the Nos shown at E9 above (i.e. Total No. of grievances actionable during the period)

c. Consumer category-wise compensation awarded

Category of Grievance	No of Cases Redressed	Amount compensation awarded in Rs.
Residential	0	0
Commercial	0	0
Agricultural	0	0
Industrial	0	0
Others	0	0
Total	0	0

d. Case-wise reasons for delay in disposal with respect to specified time
NIL

e. Number of sittings in each area
NA

f. Vacancies and duration of vacancies

	Chairperson (CPO)	Member (Licenses)
Vacancy	YES/NO	YES/NO
If Yes, Duration of Vacancy arising from the date	Not Applicable	Not Applicable

g. Number of Orders appealed against

h. Number of Orders set aside by the Electricity Ombudsman

i. Number of Cases where compliance of Order has been recorded.

j. Details of Consumer advocacy workshops conducted by the Forum

k. Details of New local initiatives

	0	0	0	0	0
Technical	0	0	0	0	0
New Connection	0	0	0	0	0
Quality of Supply	0	0	0	0	0
Service Related	0	0	0	0	0
Others	0	0	0	0	0
Total	0	0	0	0	0

For filed cases, the 'Total' count shall be as per the Nos shown at E9 above (i.e. Total No. of grievances actionable during the period)

iii. No. of Grievances pending for more than two months

0

Chairperson (R.J. Singh)
CRRF, _____

01.07.21