

Date: 01.04.2021

Name of Distribution Licensee : THE TATA POWER COMPANY LIMITED

Name of CGRF : THE TATA POWER CO. LTD.

I. Summary of grievances redressal during the quarterly report period from January 2021 to March 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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed*				Total No. of grievances redressed during the period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 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	Not Complied
A	B	C=(A+B)	D	E=(C-D)	F	G	H	I	J=(F+G+H+I)	K=(E-J)	L	M=(J-L)	N	O	P	Q	R
0	1	1	0	1	1	0	0	0	1	0	0	1	0	0	Nil	Nil	Nil

*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)	Total (Nos)
Residential	1	1	0	1
Commercial	0	0	0	0
Agricultural	0	0	0	0
Industrial	0	0	0	0
Others	0	0	0	0
Total	1	1	0	1

c. Consumer category-wise compensation awarded		
Category of Grievance	No of Cases Redressed	Amount compensation awarded in Rs.
Residential	1	0
Commercial	0	0
Agricultural	0	0
Industrial	0	0
Others	0	0
Total	1	0

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

e. Number of sittings in each area
3

II. Nature of Grievances redressed				
Nature of Complaint	Filed (Nos)	Redressed (Nos)	Pending (Nos)	Total (Nos)
Billing related	1	1	0	1
Meter Fault	0	0	0	0
Technical	0	0	0	0
New Connection	0	0	0	0
Quality of Supply	0	0	0	0
Service Related	0	0	0	0
Others	0	0	0	0
Total	1	1	0	1

III. No. of Grievances pending for more than two months
0

f. Vacancies and duration of vacancies			
	Chairperson	Member (CPO)	Member (Licensee)
Vacany	NO	NO	NO
If yes, Duration (Vacany arising from the date)	Not Applicable	Not Applicable	Not Applicable

g. Number of Orders appealed against	0 in Nos
h. Number of Orders set aside by the Electricity Ombudsman	0 in Nos
i. Number of Cases where compliance of Order has been recorded;	0 in Nos
J. Details of Consumer advocacy workshops conducted by the Forum	0
k. Details of New local initiatives	0



R J Singh
 Member Secretary, CGRF, Tata Power