

**Quarterly Report on Consumer Grievances handled by the CGRF and EO**  
**Distr. Licensee: THE TATA POWER COMPANY LIMITED**  
**CGRF: THE TATA POWER CO. LTD.**

**A. Summary of Grievance Redressal during the quarter period from 01.07.2020 to 30.09.2020**

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of Grievances received during the period	Total No. of Grievances during the period	No. of Grievances not admitted or withdrawn during the period	Total No. of Grievances of actionable during the period	No. of grievances redressed		Total No. of Grievances redressed during the period	Total No. of Grievances pending at end of 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 payment of compensation by Licensee to Complainant	Status of compliance by Licensee (No. of Orders)		
					Within 60 days	Beyond 60 days							Reports received within period as per order	Reports received beyond specified period in the order	Not completed
A	B	C=(A+B)	D	E=(C-D)	F	G	H=(F+G)	I=(H-E)	J	K=(H-J)	L	M	N	O	P
1	1	2	0	2	1	1	2	0	0	2	0	0	Nil	Nil	Nil

**B. Category-wise break-up of Grievances redressed**

Category of Grievances	No. of complaints
Residential	2
Commercial	
Agricultural	
Industrial	
Others	
TOTAL	2

**C. Nature of Grievances redressed**

Nature of Complaint	No. of complaints
Billing related	
Meter Fault	
Technical	1
New Connection	
Quality of supply	1
Service related	
Others	
TOTAL	2

**D. No. of CGRF's Sittings during the quarter**

3

**E. No. of cases pending for more than two months**

Nil

  
 (R. J. Singh)  
 Chairperson, CGRF, Tata Power