

Internal Consumer Redressal System (ICRS) Report – January 2022 to March 2022

| Summary of grievances redressal report period - Jan'22 to Mar'22 | | | | | | | | | |
|--|--|---|---|--|---|---|--|---|---|
| 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grievances received during the period | Total No. of grievances during the period | No. of grievances not admitted or withdrawn during the period | Total No. of grievances actionable during the period | b. No. of grievances redressed* | | | | Total No. of grievances redressed during the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) |
| 179 | 21908 | 22087 | 0 | 22087 | 21840 | 28 | 0 | 21 | 21889 |

| Nature of Grievances redressed | | | | |
|--------------------------------|--------------|-----------------|---------------|--------------|
| Nature of Complaint | Filed (Nos) | Redressed (Nos) | Pending (Nos) | Total (Nos) |
| Non Supply | 17796 | 17653 | 143 | 17796 |
| Disconnection of Supply | 2857 | 2857 | 0 | 2857 |
| Billing related | 852 | 846 | 6 | 852 |
| Meter related issue | 284 | 283 | 1 | 284 |
| Other Issue | 212 | 197 | 15 | 212 |
| Frequent Power Failure | 86 | 53 | 33 | 86 |
| TOTAL | 22087 | 21889 | 198 | 22087 |

| Consumer category-wise complaints (Nos) | | | |
|---|--------------|--------------|------------|
| Category of Grievance | Filed | Redressed | Pending |
| Residential | 20814 | 20619 | 195 |
| Commercial | 1068 | 1065 | 3 |
| Industrial | 179 | 179 | 0 |
| Others | 26 | 26 | 0 |
| Total | 22087 | 21889 | 198 |