

Internal Consumer Redressal System (ICRS) Report – July 2021 to September 2021

Summary of grievances redressal report period - July'21 to September'21									
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of grievances received during the period	Total No. of grievances during the period	No .of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed*				Total No .of grievances redressed during the period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)
214	29237	29451	0	29451	29136	47	0	33	29216

Nature of Grievances redressed (Nos.)				
Nature of Complaint	Filed	Redressed	Pending	Total
Non Supply/Interruption of Power Supply	26379	26276	103	26379
Billing related	891	827	64	891
Disconnection of Supply	1580	1580	0	1580
Meter related issue	271	270	1	271
Other Issue	193	180	13	193
Frequent Power Failure	137	83	54	137
TOTAL	29451	29216	235	29451

Consumer category-wise complaints (Nos)			
Category of Grievance	Filed	Redressed	Pending
Residential	27823	27597	226
Commercial	1322	1313	9
Industrial	244	244	0
Others	62	62	0
Total	29451	29216	235