

Internal Consumer Redressal System (ICRS) Report – October 2021 to December 2021

Summary of grievances redressal report period - Oct'21 to Dec'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of grievances received during the period	Total No. of grievances during the period	No .of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed				Total No .of grievances redressed during the period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)
235	22797	23032	0	23032	22724	68	0	61	22853

Nature of Grievances redressed (No)				
Nature of Complaint	Filed	Redressed	Pending	Total
Non Supply/Interruption of Power Supply	20002	19887	115	20002
Disconnection of Supply	1477	1477	0	1477
Billing related	876	860	16	876
Other Issue	289	276	13	289
Meter related issue	272	270	2	272
Frequent Power Failure	116	83	33	116
TOTAL	23032	22853	179	23032

Consumer category-wise complaints (Nos)			
Category of Grievance	Filed	Redressed	Pending
Residential	21596	21421	175
Commercial	1183	1179	4
Industrial	212	212	0
Others	41	41	0
Total	23032	22853	179