

Internal Consumer Redressal System (ICRS) Report – April 2022 to June 2022

Summary of grievances redressal report period - April 2022 to June 2022									
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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed*				Total No. of grievances redressed during the period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)
178	45226	45404	0	45404	44763	2	0	0	44765

Nature of Grievances redressed (Nos)					Consumer category-wise complaints (Nos)			
Nature of Complaint	Filed	Redressed	Pending	Total	Category of Grievance	Filed	Redressed	Pending
Non Supply	36899	36375	524	36899	Residential	43347	42729	618
Disconnection of Supply	6552	6552	0	6552	Commercial	1760	1739	21
Billing related	1533	1430	103	1533	Industrial	258	258	0
Other Issue	406	394	12	406	Others	39	39	0
Frequent Power Failure	13	13	0	13	Total	45404	44765	639
Meter related issue	1	1	0	1				
TOTAL	45404	44765	639	45404				

