

Internal Consumer Redressal System (ICRS) Report – January 2023 to March 2023

Summary of grievances redressal report period - January 2023 to March 2023									
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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed				Total No. of grievances redressed during the period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)	(B)	C = (A+B)	(D)	E = (C-D)	F	G	H	I	J = (F+G+H+I)
Pending cases c/f from last month	New request logged in current month		Total Rejected request till month end						
142	19824	19966	0	19966	19771	12	0	0	19783

Nature of Grievances redressed					Consumer category-wise complaints (Nos)			
Nature of Complaint	Filed (Nos)	Redressed (Nos)	Pending (Nos)	Total (Nos)	Category of Grievance	Filed	Redressed	Pending
Non Supply	17753	17590	163	17753	Residential	18383	18211	172
Disconnection of Supply	1465	1465	0	1465	Commercial	1348	1339	9
Billing related	491	474	17	491	Industrial	203	201	2
Meter related issue	210	209	1	210	Others	32	32	0
Other Issue	47	45	2	47	Total	19966	19783	183
TOTAL	19966	19783	183	19966				