



06 January 2025
CFI-LRA-LRA-RGWR-LETR-001216

The Secretary,
Maharashtra Electricity Regulatory Commission
13th Floor, Centre No. 1,
World Trade Centre, Cuffe Parade,
Colaba, Mumbai – 400 005

Dear Sir,

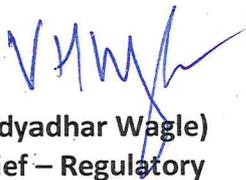
Sub: CGRF Quarterly Report for the period October 2024 to December 2024
Ref: MERC Email dated 3rd July, 2023

This is with reference to the information required to be submitted by the Distribution Licensees under Regulation 26 of Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020

In compliance with the regulation, we are submitting the quarterly CGRF Report in the prescribed format provided by the Hon'ble Commission vide email dated 21st June 2021 for the period from October 2024 to December 2024 as **Annexure 1** and status of vacancy position & period of vacancies in CGRF as **Annexure 2** to this letter.

Trust this satisfies the requirement.

Thanking you,



(Vidyadhar Wagle)
Chief – Regulatory

Encl: Annexure 1, Annexure 2

TATA POWER

The Tata Power Company Limited

Backbay Receiving Station Regulation Department 148 Lt Gen J Bhonsale Marg Nariman Point Mumbai 400009
Tel 91 22 6717 2947

Registered Office Bombay House 24 Homi Mody Street Mumbai 400 001
CIN : L28920MH1919PLC000567 Website : www.tatapower.com Email : tatapower@tatapower.com



Date: 01.01.2025 Name of Distribution Licensee : THE TATA POWER COMPANY LIMITED Name of CGRF : THE TATA POWER COMPANY LIMITED

1. Summary of grievances redressal during the quarterly report period from Oct 2024 to Dec 2024

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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed*				Total No. of grievances redressed during the period	Total No. of grievances pending at end of the period	No. of decisions in favour of Consumer	No. of decisions in favour of Licensee	No. of orders requiring compliance report by licensee	No. of orders providing payments of compensation by Licensee to Complainant	Status of compliance by Licensee (No. of Orders)		
					Within 15 working days*	Beyond 15 working days*	Within 60 days**	Beyond 60 days **							P	Q	R
A	B	C=(A+B)	D	E=(C-D)	F	G	H	I	J=(F+G+H+I)	K=(E-J)	L	M=(J-L)	N	O	P	Q	R
0	1	1	0	1	0	0	0	0	0	1	0	0	0	0	Nil	Nil	Nil

*For Grievance related to non-supply, connection, re-connection or disconnection of supply
**for all other Grievances (Except * above)

a. Consumer category-wise distribution of complaints

Category of Grievance	Filed (Nos)#	Redressed (Nos)	Pending (Nos)
Residential	1	0	1
Commercial	0	0	0
Agricultural	0	0	0
Industrial	0	0	0
Others	0	0	0
Total	1	0	1

c. Consumer category-wise compensation awarded

Category of Grievance	No of Cases Redressed	Amount compensation awarded in Rs.
Residential	0	0
Commercial	0	0
Agricultural	0	0
Industrial	0	0
Others	0	0
Total	0	0

d. Case-wise reasons for delay in disposal with respect to specified time

Nil

e. Number of sittings in each area

0.00

II. Nature of Grievances redressed

Nature of Complaint	Filed (Nos)#	Redressed (Nos)	Pending (Nos)
Billing related	0	0	0
Meter Fault	0	0	0
Technical	0	0	0
New Connection	0	0	0
Quality of Supply	0	0	0
Service Related	0	0	0
Others	1	0	1
Total	1	0	1

III. No. of Grievances pending for more than two months

0

f. Vacancies and duration of vacancies

Chairperson	Member (CPO)	Member (Licensee)
Vacancy	NO	YES
If yes, Duration (Vacancy arising from the date)	Not Applicable	30.06.2022
		Not Applicable

g. Number of Orders appealed against

0 in Nos

h. Number of Orders set aside by the Electricity Ombudsman

0 in Nos

i. Number of Cases where compliance of Order has been recorded:

0 in Nos

j. Details of Consumer advocacy workshops conducted by the Forum

0

k. Details of New local Initiatives

0

For filed cases, the "Total" count shall be as per the Nos shown at E9 above (i.e. Total No. of grievances actionable during the period)

Notes: For the period October 2024 to December 2024 the Average no. of days for redressal of grievances is not applicable as the complaint is still pending. We shall update the same in the next quarterly report.

Chairperson (R J Singh)
CGRF, Tata Power



Annexure 2: Status of vacancy position & period of vacancies in CGRF:

Sr. No.	Details of Office of CGRF	Status of vacancy position & period of vacancy in CGRF			
		Post of CGRF	Name	Present Tennure	
				From	To
1	Consumer Grivence Redressal Forum, The Tata Power Company LTD, Powai Receivinf Station, Near Kailash	Chairperson	Shri. R. J. Singh	24-Feb-23	23-Feb-26
		Technical Member (Lic's Rep.)	Shri. Vrushal N. Pimple	01-Apr-24	31-Mar-26
		Independent Member (nominated by the Commission)	-	Vacant since 30th June 2022	