



done
on 30.07.2024

29th July 2024

CFI-LRA-LRA-RGWR-LETR-001099

Electricity Ombudsman office
107, 108 Arcadia, NCPA Marg,
Nariman Point, Mumbai-400 021

Dear Sir,

Sub: Quarterly Report of Internal complaint redressal system (ICRS) for the period April 2024 to June 2024

Ref: Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020 dated 21st September 2020

This is with reference to the subject matter regarding information required to be submitted by the Distribution Licensees under Regulation 3.6 and 3.11 (h) of Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020.

In compliance with the regulation 3.6, we have already submitted the Internal Procedure for Consumer Grievance Redressal vide our letter No. CFI-LRA-LRA-RGWR-LETR-000249 dated 28th October 2021 and the same is also uploaded on the website of Tata Power-Distribution.

In compliance with the regulation 3.11 (h), we are submitting the quarterly internal complaint redressal system (ICRS) report for the period from April 2024 to June 2024. (Refer Appendix 1)

Trust this satisfies the requirement.

Thanking you,

(Vidyadhar Wagle)
Chief- Regulatory
Encl: Appendix 1

Copy received
30/7/2024
Office of the Electricity Ombudsman
108, 'Arcadia' NCPA Marg, Nariman Point,
Mumbai - 400 021.

TATA POWER

The Tata Power Company Limited

Backbay Receiving Station Regulation Department 148 Lt Gen J Bhonsale Marg Nariman Point Mumbai - 400 021
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

Appendix 1

Summary of grievances redressal report period - Apr'24 - Jun'24								
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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed*			Total No. of grievances redressed during the period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	Beyond 60 net working days** along with TPC leaves	
(A) Pending cases c/f from last month 157	(B) New request logged in current month 54734	C = (A+B) 54891	(D) Total Rejected request till month end 0	E = (C-D) 54891	F 53959	G 134	H 54093	J = (F+G+I) 54093

Nature of Grievances redressed			
Nature of Complaint	Filed (Nos)	Redressed (Nos)	Total (Nos)
Non Supply	50360	50026	50360
Billing related	2587	2131	2587
Disconnection of Supply	1510	1510	1510
Meter related issue	374	372	374
Other Issue	60	54	60
TOTAL	54891	54093	54891

Consumer category-wise complaints (Nos)			
Category of Grievance	Filed	Redressed	Pending _i
Residential	52808	52024	784
Commercial	1768	1758	10
Industrial	265	263	2
Others	50	48	2
Total	54891	54093	798