



done on
23.10.24

23rd October 2024
CFI-LRA-LRA-RGWR-LETR-001153

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 July 2024 to September 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 July 2024 to September 2024. (Refer **Appendix 1**)

Trust this satisfies the requirement.

Thanking you,

(Vidyadhar Wagle)
Chief- Regulatory
Encl: Appendix 1

23/10/2024
Office of the Electricity Ombudsman (Mumbai)
107, 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 400009
Tel 91 22 6717 2947

Registered Office Bombay House 24 Homi Mody Street Mumbai 400 001



Appendix 1

Quarterly Report of Internal Complaint Redressal System for the period from Jul'24 to Sept'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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	No. of grievances redressed			Total No. of grievances redressed during the period	Total No. of grievances pending at End date
					*Within 3 Working days	Beyond 3 Working days	**Within 15 Working days		
(A)	(B)	(C=A+B)	(D)	(E=C-D)	(F)	(G)	(H)	(I)	(K=E-J)
798	28178	28976	0	28976	25866	0	2401	544	28811
									165

Note: Regulation 3.11 (c)

*The respective department/cell is required to provide remedy on the complaint within three (3) working days in case of complaints related to non-supply, connection, re-connection or disconnection of supply

**The respective department/cell is required to provide remedy on the complaint within fifteen (15) working days for all other complaints, from the date of registering the complaint

Nature of Grievances Redressed	
Nature of Complaint	Redressed (Nos.)
Billing Related	2498
Meter Related Issues	349
Quality of Supply (Non supply, interruptions, quality, etc.)	25866
Service Related	0
New Connection	0
Technical (Change of tariff category, etc.)	0
Others (Change of name, etc.)	98
Total	28811

Consumer Category-wise	
Category of Grievance	Redressed
Residential	27306
Commercial	1219
Industrial	245
Public Services	21
Agriculture	NA
Others	20
Total	28811