



done on
28.01.2025

27th January 2025
CFI-LRA-LRA-RGWR-001232

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 October 2024 to December 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 (*customerportal.tatapower.com*).

In compliance with the Regulation 3.11 (h), we are submitting the quarterly Internal Complaint Redressal System (ICRS) report for the period from October 2024 to December 2024. (Refer **Appendix 1**)

Trust this satisfies the requirement.

Thanking you,

(Vidyadhar Wagle)
Chief- Regulatory
Encl: Appendix 1

28/1/2025
प्रत मिळाली
विद्युत लोकपाल याचे कार्यालय

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

Quarterly Report of Internal Complaint Redressal System for the period from Oct'24 to Dec'24

No. of grievances pending on start date	No. of grievances received during the period	Total No. of grievances during the period (C=A+B)	No. of grievances not admitted or withdrawn during the period (D)	Total No. of grievances actionable during the period (E=C-D)	No. of grievances redressed				Total No. of grievances redressed during the period (J=F+G+H+I)	Total No. of grievances pending at End date (K=E-J)
					*Within 3 Working days	Beyond 3 Working days	**Within 15 Working days	Beyond 15 Working days		
(A) 165	(B) 25463	(C=A+B) 25628	(D) 0	(E=C-D) 25628	(F) 23621	(G) 0	(H) 1700	(I) 237	(J=F+G+H+I) 25558	(K=E-J) 70

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	Redressed (Nos.)
Quality of Supply (Non Supply, Interruptions, quality, etc.)	23621
Billing Related	1439
Meter Related Issues	256
Others (Change of name, etc.)	242
Service Related	0
New Connection	0
Technical (Change of tariff category, etc.)	0
Total	25558

Consumer Category-wise	Redressed
Residential	23877
Commercial	1365
Industrial	273
Public Services	24
Agriculture	0
Others	19
Total	25558