



28th July 2025

CFI-LRA-LRA-RGWR-001362

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 2025 to June 2025

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 2025 to June 2025. (Refer **Appendix 1**)

Trust this satisfies the requirement.

Thanking you,

(Vidyadhar Wagle)
Chief- Regulatory
Encl: Appendix 1

4/8/2025
प्रतिक मिश्रा
विद्युत लोकपाल यांचे 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 Apr'25 to Jun'25									
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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	No. of grievances redressed			Total No. of grievances redressed during the period	Total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	**Within 15 Working days	Beyond 15 Working days		
(A)	(B)	(C=A+B)	(D)	(E=C-D)	(F)	(H)	(I)	(J=F+G+H+I)	(K=E-J)
460	39544	40004	0	40004	37900	1284	314	39498	506

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 Complaint	Nature of Grievances Redressed (Nos.)
Quality of Supply (Non Supply, interruptions, quality, etc.)	37900
Billing Related	1131
Meter Related issues	265
Others (Change of name, etc.)	202
Service Related	0
New Connection	0
Technical (Change of tariff category, etc.)	0
Total	39498

Consumer Category-wise Complaints (Nos.)	Redressed
Residential	37593
Commercial	1598
Industrial	269
Public Services	22
Agriculture	0
Others	16
Total	39498