Quarterly Report of Internal Complaint Redressal System for the period from Jul'26 to Sept'26										
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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	No. of grievances redressed				Total No. of grievances redressed during the period	Total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	Beyond 15 Working days		
(A)	(B)	C=(A+B)	(D)	E=(C-D)	(F)	(G)	(H)	(I)	(J=F+G+H+I)	(K=E-J)
1591	27380	28971	0	28971	24384	0	4471	0	28855	116

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.)
Quality of Supply (Non Supply, Interruptions, quality, etc.)	24384
Billing Related	4089
Meter Related Issues	294
Others (Change of name, etc.)	88
Service Related	0
New Connection	0
Technical (Change of tariff category, etc.)	0
Total	**28855**

Consumer Category-wise Complaints	
Category of Grievance	Redressed (Nos.)
Residential	27258
Commercial	1312
Industrial	244
Public Services	19
Agriculture	0
Others	22
Total	**28855**