



Annexure 1

Internal Consumer Redressal System (ICRS) Report – July 2022 to September 2022

Summary of grievances redressal report period - Jul'22 to Sept'22									
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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed*				Total No. of grievances redressed during the period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*	Within 60 net working days** along with TPC leaves	Beyond 60 net working days ** along with TPC leaves	
(A)	(B)	C = (A+B)	(D)	E = (C-D)	F	G	H	I	J = (F+G+H+I)
Pending cases c/f from last month	New request logged in current month		Total Rejected request till month end						
639	32478	33117	0	33117	32951	10	0	0	32961

Nature of Grievances redressed (Nos)				
Nature of Complaint	Filed	Redressed	Pending	Total
Non Supply	23976	23870	106	23976
Disconnection of Supply	7406	7406	0	7406
Billing related	1301	1258	43	1301
Other Issue	162	157	5	162
Frequent Power Failure	0	0	0	0
Meter related issue	272	270	2	272
TOTAL	33117	32961	156	33117

Consumer category-wise complaints (Nos)			
Category of Grievance	Filed	Redressed	Pending
Residential	31396	31250	146
Commercial	1456	1447	9
Industrial	230	229	1
Others	35	35	0
Total	33117	32961	156