



31 October 2023

CFI-LRA-LRA-RGWR-LETR-000842

To,

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 2023 to September 2023**

*Ref: Maharashtra Electricity Regulatory Commission (Consumer Grievance  
Redressal Forum & Electricity Ombudsman) Regulations, 2020 dated 21<sup>st</sup> 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 28<sup>th</sup> 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 2023 to September 2023. (Refer Annexure 1)

Trust this satisfies the requirement.

Thanking you,

**Pankaj Prakash**  
**Head – Regulatory**  
**The Tata Power Company Limited**  
Encl: Annexure 1

**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

CIN : L28920MH1919PLC000567 Website : www.tatapower.com Email : tatapower@tatapower.com



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## Internal Consumer Redressal System (ICRS) Report – July 2023 to September 2023

Summary of grievances redressal report period - July 2023 to September 2023									
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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed*			Total No. of grievances redressed during the period	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						
632	30995	31627	0	31627	31249	155	0	0	31404

Nature of Grievances redressed					Consumer category-wise complaints (Nos)			
Nature of Complaint	Filed (Nos)	Redressed (Nos)	Pending (Nos)	Total (Nos)	Category of Grievance	Filed	Redressed	Pending
Non Supply	23215	23086	129	23215	Residential	29377	29183	194
Disconnection of Supply	4506	4506	0	4506	Commercial	1952	1925	27
Billing related	3385	3333	52	3385	Industrial	252	256	-4
Meter related issue	325	321	4	325	Others	46	40	6
Other Issue	196	158	38	196	Total	31627	31404	223
<b>TOTAL</b>	<b>31627</b>	<b>31404</b>	<b>223</b>	<b>31627</b>				