QUARTERLY REPORT BY COMPANY

(FORMAT-I)

Quarter: III

Financial Year: 2023-24

| Sr. No. | Parameter | | Delay in restoring Supply | Quality of Supply | Meter Problem | Billing Problem | Quality of Service | Others | Total | |
|------------|--|----------------|---------------------------|-------------------|------------------|--------------------|-----------------------|--------|-------|--|
| 1 | Grievances pending at th | | | | | | | 0 | | |
| 2 | Grievances received dur | | | | | | | 0 | | |
| 3 | Total Grievances (1+2) | | | | | | | 0 | | |
| 4 | Grievances redressed during the quarter | | | | | | | | 0 | |
| 5 | Balance grievances to be | | | | 1 | | | 0 | | |
| | Grievances successfully redressed during the quarter | Within 30 days | | | | | | | 0 | |
| 6 | | After 30 days | | | | | | | 0 | |
| | | Total | | | | | | | 0 | |
| 7 | Grievances in the proces | | | | | | | 0 | | |
| 8 | Grievances pending for a | | | | | | | 0 | | |
| 9 | Number of cases redress | | | | | | | 0 | | |
| 10 | Number of cases redress | | | | | | | 0 | | |
| 11 | Others | | | | | | | 0 | | |
| 12 | No. of sittings in the qua | 3 | | | | | | | | |
| 13 | No. of sittings attended b | 3 | | | | | | | | |
| 14 | No. of sittings attended t | 3 | | | | | | | | |
| 15 | No. of sittings attended b | 0 | | | | | | | | |

FORMAT-IV

Status of implementation of order of CGRF issued in favour of Consumers (during the current quarter)

| Sr. No. | Case No. | Name of Applicant | Subject of the case in brief | CGRF Judgement No. and Date | Order of CGRF in brief | Time period given in order for implementation | Whether consumer approached the Ombudsman? | Status of CGRF order/implementation (Provide date of completion in case order is implemented) |
|------------|----------|----------------------|------------------------------------|--------------------------------------|------------------------------|--|--|---|
| 1 | | | | | | | | implemented) |
| 2 | | | | | | | | |
| 3 | | | | | | | | |

FORMAT-IV

Status of pending implementation of order of CGRF issued in favour of Consumers (during the previous quarters)

| Sr. No. | Case No. | Name of Applicant | Subject of the case in brief | CGRF Judgement No. and Date | Order of CGRF in brief | Time period given in order for implementation | Whether consumer approached the Ombudsman? YES/No | Status of compliance on CGRF order (Provide date of completion in case order is implemented) |
|------------|----------|----------------------|------------------------------------|--------------------------------------|------------------------------|--|---|---|
| 1 | | | | | | | | |
| 2 | | | | | | | | |
| 3 | | | | | | | | |