

Ref: MUL/GERC/CGRF/2023-24/4-3/15.04.2024

April 15, 2024

To.

The Secretary,
Gujarat Electricity Regulatory Commission (GERC)
6th Floor, GIFT ONE,
Road 5-C, Zone 5, GIFT CITY,
Gandhinagar - 382355
Gujarat – India

Sub: Quarterly Report of Internal Redressal Committee for Q4 of FY 23-24

Ref: GERC letter no. GERC/Tech/Mo. 1976 dated 09-09-14

Dear Sir,

With reference to the subject matter and letter under reference, MUL was directed to submit the quarterly report of internal redressal committee performance at the end of each quarter. We hereby submit the Quarterly report of Internal Redressal Committee for Q-4 of FY 2023-24 as per the prescribed format in Annexure- II of GERC (Consumer Grievances Redressal Forum and Ombudsman) Regulations, 2011.

Kindly acknowledge receipt of the same.

Thanking you,

Yours sincerely,

For MPSEZ Utilities Limited,

Authorized Signatory

Encl: Quarterly Report of Internal Redressal Committee of MUL for Q-4 of 2023-24.

QUARTERLY REPORT BY FORUM

Name of the Forum : Grievance Redressal Forum

Quarter: Q-IV (Jan-24 to Mar-24) Financial Year: FY 2023-24

1. Status of grievance redressal

Sr No	Parameters		Delay in Restoring Supply	Quality of Supply	Meter Problem	Billing Problem	Quality of Service	Others	Total
1	Grievances Pending at end of previous quarter		0	0	0	0	0	0	0
2	Grievances received during this quarter		0	0	0	0	0	0	0
3	Total grievances (1 + 2)		0	0	0	0	0	0	0
4	Grievances attended during this quarter		0	0	0	0	0	0	0
5	Balance grievances to be attended (3 - 4)		0	0	0	0	0	0	0
6	Grievances successfully redressed during this quarter	Within 30 days	0	0	0	0	0	0	0
		After 30 days	0	0	0	0	0	0	0
		Total	0	0	0	0	0	0	0
7	Grievances in the process of redressal		0	0	0	0	0	0	0
8	Grievances pending for more than 30 days		0	0	0	0	0	0	0

2. Status of comliances by Licensee

a. Out of total number of grievances successfully redressed during the quarter, state number of grievances in which the order specific direction for the licensee: NIL	es							
b. Describe the status of lincensee's compliances against each such grievance, which contain the detail like (i) Date of Order, (ii) Time limit specified by the Forum in the order, (iii) Date of compliances, etc.								
NA NA								