

Status of Grievance Redressal

Sr. No.	Parameters		Delay in Restoring Supply	Quality of Supply	Meter Problems	Billing Problems	Quality of Service	Delay in giving supply	Others	Total
1	Grievances pending at the end of previous quarter Q-2 ended on 30 th September, 2024)		0	0	0	0	0	2	0	2
2	Grievances received during the quarter Q-3 (1 st October, 2024 to 31 st December, 2024)		0	0	0	1	0	5	1	7
3	Total grievances (1+2)		0	0	0	1	0	7	1	9
4	Grievances redressed during the quarter		0	0	0	1	0	7	1	9
5	Balance grievances to be attended (3-4) end of Q-3 as on 31 st December, 2024		0	0	0	0	0	0	0	0
6	Grievances successfully redressed during the quarter	Within 30 days	0	0	0	1	0	4	1	6
		After 30 days	0	0	0	0	0	3	0	3
		Total	0	0	0	1	0	7	1	9
7	Grievances in the process of redressal		0	0	0	0	0	0	0	0
8	Grievances pending for more than 30 days along with reasons in brief		0	0	0	0	0	0	0	0
9	Number of Case redressed in favour of Licensee		0	0	0	1	0	4	1	6
10	Number of Case redressed in favour of Consumers		0	0	0	0	0	0	0	0
11	Others		0	0	0	0	0	3	0	3
12	No. of sittings in the quarter		13							
13	No. of sittings attended by Chairperson		13							
14	No. of sittings attended by Technical Member		13							
15	No. of sittings attended by Independent Member		13							

**Status of implementation of order of CGRF issued in favour of consumers
(During the Quarter-3 - 2024-25)**

Sr. No.	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgment Date	Order of CGRF in brief	Time Period given in order for implementation	Whether consumer approached the Ombudsman ? Yes / No	Status of CGRF order / implementation (Provide date of completion in case order is implemented)
----- Not Applicable -----								

**Status of implementation of order of CGRF issued in favour of consumers
(During the Quarter-2 - 2024-25)**

Sr. No.	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgment Date	Order of CGRF in brief	Time Period given in order for implementation	Whether consumer approached the Ombudsman ? Yes / No	Status of CGRF order / implementation (Provide date of completion in case order is implemented)
----- Not Applicable -----								