

(JULY TO SEPTEMBER-2025)

Quarter: 2nd Quarter ending 30th September, 2025 (01-07-2025 TO 30-09-2025)

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-1 ended on 30th June, 2025		0	0	0	0	0	0	0	0
2	Grievances received during the quarter Q-2 (1st July, 2025 to 30th September, 2025)		0	0	0	0	0	0	0	0
3	Total grievances (1+2)		0	0	0	0	0	0	0	0
4	Grievances redressed during the quarter		0	0	0	0	0	0	0	0
5	Balance grievances to be attended (3-4) end of Q-2 as on 30th September, 2025		0	0	0	0	0	0	0	0
6	Grievances successfully redressed during the quarter	Within 30 days	0	0	0	0	0	0	0	0
		After 30 days along with reasons in brief	0	0	0	0	0	0	0	0
		Total	0	0	0	0	0	0	0	0
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	0	0	0	0	0
10	Number of Case redressed in favour of Consumers		0	0	0	0	0	0	0	0
11	Others		0	0	0	0	0	0	0	0
12	No. of sittings in the quarter		1							
13	No. of sittings attended by Chairperson		1							
14	No. of sittings attended by Independent Member		1							
15	No. of sittings attended by Representative of Consumer Member		1							
16	No. of sittings attended by Representative of Prosumer Member		1							
17	No. of sittings attended by Finance Member		1							

**Status of implementation of order of CGRF (West Circle Forum) issued in favour of consumers
(During the Quarter-2 - 2025-26)**

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 pending implementation of order of CGRF (West Circle Forum) issued in favour of consumers
(During the Quarter-1 - 2025-26)**

Sr. No.	Case No.	Name of Applicant	Subject of the case in brief	CGRF Judgment No. and 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 -----								