

| Quarterly Report of Internal Complaint Redressal System for the period from Apr 22 to Jun 22 | | | | | | | | | | |
|--|--|---|---|--|-----------------------------|-----------------------|--------------------------|------------------------|---|---|
| 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grievances received during the period | Total No. of grievances during the period | No. of grievances not admitted or withdrawn during the period | Total No. of grievances actionable during the period | No. of grievances redressed | | | | Total No. of grievances redressed during the period | Total No. of grievances pending at End date |
| | | | | | *Within 3 Working days | Beyond 3 Working days | **Within 15 Working days | Beyond 15 Working days | | |
| (A) | (B) | (C=A+B) | (D) | (E=C-D) | (F) | (G) | (H) | (I) | (J=F+G+H+I) | (K=E-J) |
| 0 | 57 | 57 | 0 | 57 | 4 | 11 | 41 | 0 | 56 | 1 |

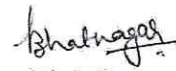
Note: Regulation 3.11 (c)

*The respective department/cell is required to provide remedy on the complaint within three (3) working days in case of complaints related to non-supply, connection, re-connection or disconnection of supply

**The respective department/cell is required to provide remedy on the complaint within fifteen (15) working days for all other complaints, from the date of registering the complaint

| Nature of Grievances Redressed | |
|--|------------------|
| Nature of Complaint | Redressed (Nos.) |
| Billing Related | 29 |
| Meter Related Issues | 0 |
| Quality of Supply (Non Supply, Interruptions, quality, etc.) | 15 |
| Service Related | 0 |
| New Connection | 0 |
| Technical (Change of tariff category, etc.) | 0 |
| Others (Change of name, etc.) | 12 |
| Total | 56 |

| Consumer Category-wise | |
|------------------------|-----------|
| Category of Grievance | Redressed |
| Residential | 53 |
| Commercial | 3 |
| Industrial | 0 |
| Public Services | 0 |
| Agriculture | 0 |
| Others | 0 |
| Total | 56 |



Authorised Signatory

(Pravit Bhatnagar)

Consumer Feedback Summary

| Serial Number | Contract Acct | Consumers Name | Division | Complaint Type | Consumers Feedback (Rating) | Date Of Feedback |
|---------------|---------------|-------------------------------------|---------------|----------------|-----------------------------|------------------|
| 1 | 102054026 | APPANA KANAPURI | Andheri | Others | Excellent | 9.5.2022 |
| 2 | 151811223 | SHEHLA PISTAWALA | Andheri | Billing | Excellent | 10.5.2022 |
| 3 | 152388584 | SHREE OSTWAL BUILDERS LTD. | Mira Bhainder | No Supply | Very Good | 1.6.2022 |
| 4 | 152172452 | AMANULLA NOOR MOMIN | Powai | Billing | Excellent | 19.5.2022 |
| 5 | 151266280 | NILESH SHUKLA | Malad | Others | Good | 17.5.2022 |
| 6 | 151449460 | LALIT CHANDEL | Boriwali | No Supply | Poor | 26.5.2022 |
| 7 | 152413557 | MILIND PHAKATKAR | Chembur | Others | Fair | 25.5.2022 |
| 8 | 152352984 | PRAKASH CHANDRA MALIK DEEPANSHU MAL | Malad | Billing | Good | 1.6.2022 |
| 9 | 152769947 | DISHA GHADIGAONKAR | Chembur | Billing | Poor | 2.6.2022 |
| 10 | 102389225 | VIMAL BANSODE | Chembur | No Supply | Poor | 2.6.2022 |
| 11 | 100384213 | S UCHIL | Powai | Billing | Poor | 15.6.2022 |
| 12 | 151577785 | BHARAT SHIRKE | Powai | Billing | Good | 27.6.2022 |