

Quarterly Report of Internal Complaint Redressal System for the period from July 22 to Sept 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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	No. of grievances redressed				Total No. of grievances redressed during the period	Total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)
1	45	46	0	46	9	0	30	7	46	0

Note: Regulation 3.11 (c)

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

Nature of Grievances Redressed	Redressed (Nos.)
Billing Related	27
Meter Related Issues	0
Quality of Supply (Non Supply, Interruptions, quality, etc.)	9
Service Related	0
New Connection	0
Technical (Change of tariff category, etc.)	0
Others (Change of name, etc.)	10
<b>Total</b>	<b>46</b>

Consumer Category-wise	Redressed
Residential	38
Commercial	5
Industrial	3
Public Services	0
Agriculture	0
Others	0
<b>Total</b>	<b>46</b>

  
 Authorised Signatory

Summary of Consumer Feedback during the period 01/07/2022 to 30/09/2022

<b>Total Feedback</b>	<b>UoM</b>
Top 2 Boxes	30%
Bottom 2 Boxes	62%