

EON/Power Distribution/2023/784

Date: 03/04/2024

To,
The Hon'ble Secretary
Maharashtra Electricity Regulatory Commission,
World Trade Center, Center No. 1
13th Floor, Cuffe Parade Colaba,
Mumbai-400005

Subject: CGRF Report for the Year Ending 1st April 2023 to 31st March 2024 for EON Kharadi Infrastructure Private Limited- SEZ Phase I ("EON SEZ Phase-I").

Reference:

1. MERC Order dated 05/06/2020 in Case no. 67 & 68 of 2020.
2. EON/Power Distribution/2020/078 dated 10th December 2020.
3. MERC/EON/2021/430 dated 21st December 2020.
4. Maharashtra Electricity Regulatory Commission (Specific Conditions of Distribution Licence applicable to M/s EON Kharadi Infrastructure Pvt. Ltd. for the IT and ITES SEZ at MIDC Knowledge Park, Survey No.77, Kharadi, Pune (EON SEZ Phase-I) Regulations, 2021.
5. Email from the Hon'ble Commission regarding CGRF reports for the Quarter ending 31st March 2024 dated 26/03/2024.

Respected Sir,

Under reference no. 1 the Hon'ble Commission through a combined Order has taken on record the status of Deemed Distribution Licensee for EON Kharadi Infrastructure Private Limited (SEZ Phase-I & II) in Case no. 67 & 68 of 2020.

Further with reference no. 5. EON Kharadi Infrastructure Private Limited (hereinafter "EON SEZ Phase-I") is submitting the Consumer Grievance Redressal Forum ("CGRF") report for the year ending 1st April 2023 to 31st March, 2024 is Annexed as **Annexure-I**.

Thanking You,

Authorized Signatory



EON Kharadi Infrastructure Private Limited

Annexure-I

Name of Distribution Licensee: EON Kharadi Infrastructure Private Limited SEZ Phase-I,Pune

Date: 03/04/2024

Name of CGRF: EON Phase I Kharadi CGRF, Pune

CGRF Report Submission for Year Ending 31st March 2024

I. Summary of grievances redressal during the quarterly report period from April 2023 to March 2024.

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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	No. of Grievances redressed				Total No. of grievances redressed during the period	Total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 the period	No. of decisions in favour of Consumer	No. of decisions in favour of Licensee	No. of orders requiring compliance report by licensee	No. of orders providing payments of compensation by Licensee to Complainant	Status of compliance by Licensee (No. of Orders)		
					Within 15 working days*	Beyond 15 working days*	Within 60 days**	Beyond 60 days**							Reports received within period as per order	Reports received beyond specified period in the order	Not Complied
A	B	C=(A+B)	D	E=(C-D)	F	G	H	I	J=(F+G+H+I)	K=(E-J)	L	M=(J-L)	N	O	P	Q	R
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

*for Grievance related to non-supply, connection, re-connection or disconnection of supply

**for all other Grievances (Except * above)

a. Consumer category-wise distribution of complaints			
Category of grievance	Filed (Nos)#	Redressed (Nos)	Pending (Nos)
Industrial	0	0	0
Commercial	0	0	0
Others	0	0	0
Total	0	0	0

c. Consumer category-wise compensation awarded		
Category of grievance	No of Cases Redressed	Amount compensation awarded in Rs.
Industrial	0	0
Commercial	0	0
Others	0	0
Total	0	0

d. Case-wise reasons for delay in disposal with respect to specified time
N/A

e. Number of sittings in each area
3

III. No. of Grievances pending for more than two months
0

#For filed cases, the 'Total' count shall be as per the Nos shown E9 above (i.e.Total No. of grievances actionable during the period)

f. Vacancies and duration of vacancies			
	Chairperson	Member (CPO)	Member (Licensee)
Vacancy	No	N/A	N/A
If yes, Duration (vacancy arising from the date)	N/A	N/A	N/A

g. Number of Orders appealed against	0
h. Number of Orders set aside by the Electricity Ombudsman	0
i. Number of Cases where compliance of Order has been recorded	0
j. Consumer advocacy workshops conducted by the Forum	0
k. Details of New local initiatives	1*

*Details of CGRF office printed on Electricity bill.

II. Nature of Grievance Redressed			
Nature of Complaint	Filed (Nos)	Redressed (Nos.)	Pending (Nos)
Billing	0	0	0
Meter Fault	0	0	0
Technical	0	0	0
Connection	0	0	0
Quality of Supply	0	0	0
Service Related	0	0	0
Other	0	0	0
Total	0	0	0

For filed cases, the 'Total' count shall be as per the Nos shown at E9 above (i.e.Total No. of grievances actionable during the period)

Shri. Sanjay Rajput
Chairperson, CGRF,EON Kharadi Infrastructure Private Limited SEZ
Phase-I, Pune