



**EON KHARADI**  
INFRASTRUCTURE PRIVATE LIMITED

**EON/Power Distribution/2024/902**

**Date: 09/10/2024**

**To,**

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

**Subject:** CGRF Report for Quarter Ending 30<sup>th</sup> September 2024 (July 2024 to September 2024) for EON Kharadi Infrastructure Private Limited- SEZ Phase I ("EON SEZ Phase-I").

**Reference:**

1. MERCI Order dated 05/06/2020 in Case no. 67 & 68 of 2020.
2. EON/Power Distribution/2020/078 dated 10<sup>th</sup> December 2020.
3. MERCI/EON/2021/430 dated 21<sup>st</sup> 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 31<sup>st</sup> 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 Quarter ending 30<sup>th</sup> Setember 2024 (July 2024 to September 2024) is attached as **Annexure- I**.

**Thanking You,**

**Authorized Signatory**

**EON Kharadi Infrastructure Pvt. Ltd.**  
Kharadi  
Pune

**EON Kharadi Infrastructure Private Limited**

Date: 04/10/2024

CGRF Report Submission for Quarter Ending 30<sup>th</sup> September 2024

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

Name of CGRF: EON Phase-I Kharadi CGRF, Pune

i. Summary of grievances redressal during the quarterly report period from July 2024 to September 2024

No. of Grievances pending on Start Date	No. of grievances received during the period	Total No. of grievances not admitted or withdrawn during the period	No. of Grievances redressed			Total No. of grievances pending at end the period	Total No. of decisions in favour of Consumer	Total No. of decisions in favour of Licensee	No. of orders requiring compensation by Licensee to Complainant	No. of orders providing compensation by Licensee to Complainant	Status of compliance by Licensee (No. of Orders)
			Within 15 days*	Beyond 15 days*	Within 60 days*						
A	B	C=(A+B)	D	E=(C-D)	F	G	H	I	J=(F+G+H+I)	K=(E-I)	L
0	0	0	0	0	0	0	0	0	0	0	N
Total											O
											P
											Q
											R
											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

#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)

## 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

## e. Number of sittings in each area

3
0

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

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

## d. Case-wise reasons for delay in disposal with respect to specified time

N/A
3

f. Vacancies and duration of vacancies
Chairperson (CPO)
Member (Licensee)
Vacancy No NA NA NA
If yes, Duration (vacancy arising from the date)
i. Number of Cases where compliance of Order has been recorded
j. Consumer advocacy workshops conducted by the Forum
k. Details of New local initiatives
g. Number of Orders appealed against
h. Number of Orders set aside by the Electricity Ombudsman
i. Number of Cases where compliance of Order has been recorded
j. Consumer advocacy workshops conducted by the Forum
k. Details of New local initiatives

## 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)

- Details of CGRF office printed on Electricity Bill.

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