

CGRF Report Submission for Quarter Ending 31<sup>st</sup> December 2024

I. Summary of grievances redressal during the quarterly report period from October 2024 to December 2024

| No. of Grivences 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of grievances received during the period | Total No. of grievances during the period | No.of grievances not admitted or withdrawn during the period | Total No. of grievances actionable during the period | No. of Grievances redressed |                         |                  |          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          | NA           | NA                |
| If yes, Duration (vacancy arising from the date) | NA          | NA           | NA                |

|                                                                |    |
|----------------------------------------------------------------|----|
| 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