

CGRF Report Submission for Quarter Ending 31st March 2025

I. Summary of grievances redressal during the quarterly report period from January 2025 to March 2025

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No. of grievances received during the period	Total No. of grievances during the period	No.of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	No. of Grievances redressed				Total No. of grievances redressed during the period	Total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