

Annexure-I

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

Date: 06/10/2025

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

CGRF Report Submission for Quarter Ending 30th September 2025

I. Summary of grievances redressal during the quarterly report period from July 2025 to September 2025

| 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grievances received during the period | Total No. of grievances during the period | No. of grievances not admitted or withdrawn during the period | Total No. of grievances actionable during the period | No. of Grievances redressed | | | | Total No. of grievances redressed during the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 | 0 | |

| e. Number of sittings in each area | | |
|------------------------------------|--|--|
| 0 | | |

| 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* |

| 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)

- Details of CGRF office printed on Electricity Bill.

Shri. Ramji Vitthal Jagtap
Chairperson, CGRF,
EON Kharadi Infrastructure Private Limited SEZ
Phase-II, Pune