

EON/DL/2026-27/276

Date: 07/07/2026

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> June 2026(April 2026 to June 2026) for EON Kharadi Infrastructure Private Limited- SEZ Phase II ("EON SEZ Phase-II").

**Reference:**

1. MERC 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. MERC/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.72, Kharadi, Pune (EON SEZ Phase-II) Regulations, 2021.
5. Email from the Hon'ble Commission along with letter No. MERC/ADMIN/2025/0636 Dated 28.08.2025

**Respected Sir,**

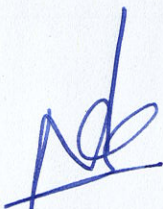
Under reference no. 1 the Hon'ble Commission through a combined Order has taken on record the status of Deemed Distribution Licensee for EON Kharadi Infrastructure Private Limited (SEZ Phase-I & II) in Case no. 67 & 68 of 2020.

Further with reference no. 5. EON Kharadi Infrastructure Private Limited (hereinafter "EON SEZ Phase-II") is submitting the Consumer Grievance Redressal Forum ("CGRF") report for the Quarter ending 30<sup>th</sup> June 2026 (April 2026 to June 2026) is attached as **Annexure- I**.

Further we submit that we have not received any grievances in this quarter (April 2026 to June 2026)

Thanking You,

Authorized Signatory



EON Kharadi Infrastructure Private Limited SEZ II

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

Date: 07/07/2026

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

CGRF Report Submission for Quarter Ending 30<sup>th</sup> June 2026

## I. Summary of grievances redressal during the quarterly report period from April 2026 to June 2026

| 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grievances received during the period | Total No. of grievances during the period | No. of grievances not admitted or withdrawn during the period | Total No. of grievances actionable during the period | No. of Grievances redressed |                         |                  |          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 |
|------------------------------------|
| 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           |             |              |                   |
|--------------------------------------------------|-------------|--------------|-------------------|
| Vacancy                                          | Chairperson | Member (CPO) | Member (Licensee) |
|                                                  | 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