

Analysis of grievances handled by the CGRFs, during the period January12-December12

Sr. No.	Name of the CGRF (Zone)	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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	No. of grievances redressed		No. of grievances redressed during the period	Total No. of grievances pending at the end of period	No. of decisions in favour of consumer	No. of decisions in favour of Licensee	No. of orders requiring compliance report by Licensee	Status of compliance by Licensee (No. of Orders)		
							within 60 days	Beyond 60 days						Reports received within period as per order	Reports received beyond specified period in the order	Reports yet to be received
							A	B						C=(A+B)	D	E=(C-D)
1	Amravati	35	48	83	0	83	18	23	41	42	26	15	36	12	0	0
2	Aurangabad	31	49	80	5	75	25	18	43	32	12	31	20	9	0	0
3	Bhandup	58	58	116	7	109	30	31	61	48	33	28	63	4	0	68
4	Kalyan	80	142	222	7	215	90	39	129	86	79	47	102	28	19	39
5	Kolhapur	85	185	270	1	269	151	52	203	66	183	20	196	53	52	112
6	Konkan	35	42	77	0	77	23	24	47	30	29	18	39	2	10	31
7	Latur	11	26	37	0	37	13	5	18	19	10	8	9	0	0	9
8	Nagpur (R)	145	176	321	11	310	59	109	168	142	129	39	141	26	29	95
9	Nagpur (U)	89	138	227	2	225	131	3	134	91	46	88	53	16	17	15
10	Nashik	21	87	108	0	108	86	0	86	22	36	50	38	4	14	10
11	Pune	20	36	56	0	56	29	4	33	23	23	10	23	14	6	0
I	Total (MSEDCL)	610	987	1597	33	1564	655	308	963 (61.57%)	601	606 (62.92%)	354 (36.76%)	720	168	147	379
II	RInfra	17	10	27	0	27	4	13	17	10	4	13	4	3	0	1
III	TPC	5	11	16	2	14	9	0	9	5	1	8	1	1	0	0
IV	BEST	22	49	71	1	70	32	8	40	30	29	11	30	14	0	5
Total		654	1057	1711	36	1675	700	329	1029 (61.43%)	646	640 (62.19%)	386 (37.51%)	755	186	147	385

Analysis of Grievances Redressed,Period [January 2012-December 2012]

Type/Category of Grievance	MSEDCL	Rinfra	TPC	BEST	Total
Residential	234	8	6	12	260
Commercial	92	6	2	23	123
Agricultural	347	0	0	0	347
Industrial	160	2	1	3	166
Others	130	1	0	2	133
Total	963	17	9	40	1029

Nature of Grievances Redressed, Period[January 2012-December 2012]

Type/Category of Grievance	MSEDCL	Rinfra	TPC	BEST	Total
Billing Related	382	6	8	30	426
Meter Fault	47	0	0	0	47
Technical	18	0	1	0	19
New Connection	259	2	0	4	265
Quality of supply	6	0	0	0	6
Service Related	80	1	0	0	81
Others	171	8	0	6	185
Total	963	17	9	40	1029