

Analysis of grievances handled by the CGRFs, during the period October 2011 to September 2012

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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	No. of grievances redressed		No. of grievances redressed during the period	Total No. of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								
1	Amravati	2	34	36	0	36	8	16	24	12	16	8	26	8	0	18
2	Aurangabad	15	50	65	5	60	30	23	53	7	21	32	36	26	0	10
3	Bhandup	25	67	92	8	84	34	45	79	5	41	38	60	2	0	57
4	Kalyan	12	122	134	4	130	86	31	117	13	72	45	90	8	19	63
5	Kolhapur	26	192	218	6	212	142	57	199	13	174	25	174	43	44	100
6	Konkan	4	45	49	1	48	20	22	42	6	30	12	32	1	15	16
7	Latur	2	21	23	8	15	8	2	10	5	7	2	9	0	0	9
8	Nagpur (R)	20	166	186	9	177	36	95	131	46	107	24	121	4	5	100
9	Nagpur (U)	15	129	144	3	141	119	3	122	19	42	80	43	14	6	23
10	Nashik	2	90	92	0	92	89	0	89	3	38	51	55	23	7	25
11	Pune	1	29	30	0	30	23	2	25	5	18	7	20	9	8	3
I	Total (MSEDCL)	124	945	1069	44	1025	595	296	891 (88.72%)	134	566 (63.55%)	324 (36.44%)	666	138	104	424
II	RInfra	6	11	17	0	17	2	12	14	3	2	12	2	2	0	0
III	TPC	0	10	10	2	8	8	0	8	0	1	7	1	1	0	0
IV	BEST	2	42	44	1	43	30	6	36	7	24	12	25	14	0	11
Total		132	1008	1140	47	1093	635	314	949 (88.50%)	144	593 (62.51%)	355 (37.48%)	694	155	104	435

Analysis of Grievances Redressed, Period [October2011-September2012]

Type/Category of Grievance	MSEDCL	Rinfra	TPC	BEST	Total
Residential	221	8	6	10	245
Commercial	72	4	1	21	98
Agricultural	301	0	0	0	301
Industrial	152	2	1	3	158
Others	145	0	0	2	147
Total	891	14	8	36	949

Nature of Grievances Redressed, Period [October2011-September2012]

Type/Category of Grievance	MSEDCL	Rinfra	TPC	BEST	Total
Billing Related	352	5	7	30	394
Meter Fault	39	0	0	0	39
Technical	17	0	1	0	18
New Connection	228	3	0	3	234
Quality of supply	7	0	0	0	7
Service Related	68	1	0	0	69
Others	180	5	0	3	188
Total	891	14	8	36	949