

Analysis of grievances handled by the CGRFs, during the period April12-March13

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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	No. of grievances redressed		No. of grievances redressed during the period	Total No. of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						H=(F+G)	I=(E-H)	J
1	Amravati	9	64	73	0	73	36	16	52	21	37	15	47	10	0	0
2	Aurangabad	13	43	56	1	55	34	19	53	2	18	35	23	3	0	0
3	Bhandup	17	54	71	4	67	32	26	58	9	36	22	69	4	1	73
4	Kalyan	8	143	151	3	148	61	47	108	40	61	44	113	45	19	33
5	Kolhapur	21	200	221	1	220	167	44	211	9	190	21	208	62	47	120
6	Konkan	5	46	51	0	51	20	26	46	5	27	19	31	3	2	30
7	Latur	4	31	35	0	35	20	9	29	6	18	11	12	0	0	0
8	Nagpur (R)	45	148	193	6	187	69	105	174	13	129	45	151	34	32	94
9	Nagpur (U)	23	154	177	3	174	135	6	141	33	49	92	64	20	20	19
10	Nashik	8	87	95	0	95	92	0	92	3	39	53	49	5	17	17
11	Pune	9	26	35	0	35	25	8	33	2	20	13	24	15	6	0
I	Total (MSEDCL)	162	996	1158	18	1140	691	306	997 (87.45%)	143	624 (62.58%)	370 (37.11%)	791	201	144	386
II	Rinfra	3	10	13	0	13	4	7	11	2	4	7	4	3	0	0
III	TPC	1	12	13	2	11	9	0	9	2	1	8	1	1	0	0
IV	BEST	7	47	54	2	52	37	8	45	7	30	15	32	12	0	4
Total		173	1065	1238	22	1216	741	321	1062 (87.33%)	154	659 (62.05%)	400 (37.66%)	828	217	144	390

Analysis of Grievances Redressed, Period [April 2012-March 2013]

Type/Category of Grievance	MSEDCL	Rinfra	TPC	BEST	Total
Residential	260	4	7	14	285
Commercial	108	4	1	25	138
Agricultural	321	0	0	0	321
Industrial	183	2	1	4	190
Others	125	1	0	2	128
Total	997	11	9	45	1062

Nature of Grievances Redressed, Period [April 2012-March 2013]

Type/Category of Grievance	MSEDCL	Rinfra	TPC	BEST	Total
Billing Related	428	3	8	31	470
Meter Fault	53	0	0	0	53
Technical	22	0	1	0	23
New Connection	241	2	0	5	248
Quality of supply	7	0	0	0	7
Service Related	91	0	0	0	91
Others	155	6	0	9	170
Total	997	11	9	45	1062