Analysis of grievances handled by the CGRFs, during the period July 2011 to June 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No.of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No.of grievances actionable during the period	No. of grievances redressed		No.of grievances redressed during the period	Total No. of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)		
							wihtin 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)	F	G	H=(F+G)	I=(E-H)	J	K=(H-J)	L	M	N	O
1	Amravati	8	23	31	0	31	7	16	23	8	12	11	22	6	0	16
2	Aurangabad	3	52	55	5	50	27	21	48	2	21	27	35	27	0	8
3	Bhandup	18	78	96	10	86	27	41	68	18	30	38	43	1	0	42
4	Kalyan	10	138	148	5	143	91	9	100	43	66	34	66	11	19	36
5	Kolhapur	40	106	146	8	138	54	65	119	19	87	32	87	25	57	5
6	Konkan	10	43	53	1	52	18	21	39	13	27	12	27	4	16	7
7	Latur	2	18	20	9	11	7	3	10	1	8	2	12	0	6	6
8	Nagpur (R)	6	135	141	7	134	22	74	96	38	84	12	84	4	8	72
9	Nagpur (U)	12	120	132	3	129	107	5	112	17	40	72	37	16	6	15
10	Nashik	31	85	116	0	116	112	0	112	4	50	62	50	26	3	21
11	Pune	3	23	26	0	26	22	1	23	3	18	5	20	6	10	4
I	Total (MSEDCL)	**143**	**821**	**964**	**48**	**916**	**494**	**256**	**750 (78.27%)**	**166**	**443 (61.78%)**	**307 (42.81%)**	**483**	**126**	**125**	**232**
II	RInfra	6	9	15	0	15	1	11	12	3	1	11	1	1	0	0
III	TPC	0	11	11	3	8	4	0	4	4	1	3	1	0	0	1
IV	BEST	6	32	38	1	37	22	8	30	7	22	8	24	17	0	7
Total		**155**	**873**	**1028**	**52**	**976**	**521**	**275**	**796 (74.22%)**	**180**	**467 (61.2%)**	**329 (43.11%)**	**509**	**144**	**125**	**240**

Analysis of Grievances Redressed,Period [July-2011 to June-2012]

Type/Category of Grievance	MSEDCL	Rinfra	TPC	BEST	Total
Residential	208	7	2	9	226
Commercial	56	5	1	17	79
Agricultural	296	0	0	0	296
Industrial	144	0	1	3	148
Others	46	0	0	1	47
Total	750	12	4	30	796

Nature of Grievances Redressed, Period [July-2011 to June-2012]

Type/Category of Grievance	MSEDCL	Rinfra	TPC	BEST	Total
Billing Related	340	5	3	16	364
Meter Fault	36	0	0	0	36
Technical	17	0	1	0	18
New Connection	204	3	0	1	208
Quality of supply	7	0	0	0	7
Service Related	70	1	0	0	71
Others	76	3	0	0	79
Total	750	12	4	30	796