

Annexure - I

Quarterly Report on Consumer Grievances handled by the CGRF of NUP LLP, at Panvel SEZ

A. Summary of Grievances Redressal during the Quarterly period from **January - 2019 to March - 2019**

No. of grievances pending at the start of the quarter	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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	No. of grievances		No. of grievances redressed during the period	Total No. of grievances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	No. of orders providing payment of compensation by Licensee to	Status of compliance by		
					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=(F+G)	I	J	K=(H-J)	L	M	N	O	P
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-


B. Category-wise break-up of Grievances redressed

Category of Grievances	No. of complaints
Residential	-
Commercial	-
Agricultural	-
Industrial	-
Others	-
TOTAL	0

C. Nature of Grievances redressed

Nature of Complaint	No. of complaints
Billing Related	-
Meter Fault	-
Technical	-
New Connection	-
Quality of Supply	-
Service Related	-
Others	-
TOTAL	0

D. No. of CGRF's sittings during the quarter	
E. No. of cases pending for more than two months during the quarter	0


 (Dr. B.K.Lande)
 Member Cum Chairperson
 CGRF, NUP LLP, Panvel SEZ