

Date: 06-10-25

Name of Distribution Licensee : Nidar Utilities Panvel LLP

Name of CGRF : Nidar Utilities Panvel LLP

I. Summary of greivances redressal during the quarterly report period from Jul 2025 to Sep 2025

| 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of grievances received during the period | Total No. of grievances during the period | No.of grievances not admitted or withdrawn during the period | Total No. of grievances actionable during the period | b. No. of grievances redressed* | | | | Total No.of grievances redressed during the period | Total No. of grievances pending at end the 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 payments of compensation by Licensee to Complainant | Status of compliance by Licensee (No. of Orders) | | |
|---|--|---|--|--|---------------------------------|-------------------------|------------------|-------------------|--|---|--|--|--|--|--|---|--------------|
| | | | | | Within 15 working days* | Beyond 15 working days* | 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 | I | J=(F+G+H+I) | K=(E-J) | L | M=(J-L) | N | O | P | Q | R |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

a. Consumer category-wise distribution of complaints

| Category of Grievance | Filed (Nos) | Redressed (Nos) | Pending (Nos) | Total (Nos) |
|-----------------------|-------------|-----------------|---------------|-------------|
| Residential | 0 | 0 | 0 | 0 |
| Commercial | 0 | 0 | 0 | 0 |
| Agricultural | | | 0 | 0 |
| Industrial | | | | |
| Others | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 |

c. Consumer category-wise compensation awarded

| Category of Grievance | No of Cases Redressed | Amount compensation awarded in Rs. |
|-----------------------|-----------------------|------------------------------------|
| Residential | 0 | 0 |
| Commercial | 0 | 0 |
| Agricultural | | 0 |
| Industrial | | 0 |
| Others | 0 | 0 |
| Total | 0 | 0 |

d.Case-wise reasons for delay in disposal with respect to specified time

e. Number of sittings in each area

0.00

II. Nature of Grievances redressed

| Nature of Complaint | Filed (Nos) | Redressed (Nos) | Pending (Nos) | Total (Nos) |
|---------------------|-------------|-----------------|---------------|-------------|
| Billing related | 0 | 0 | 0 | 0 |
| Meter Fault | 0 | 0 | 0 | 0 |
| Technical | 0 | 0 | 0 | 0 |
| New Connection | 0 | 0 | 0 | 0 |
| Quality of Supply | 0 | 0 | 0 | 0 |
| Service Related | 0 | 0 | 0 | 0 |
| Others | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 |

III. No. of Grievances pending for more than two months

0.00

*Note : No CGRF Grievances reported for Qtr. II (Jul-25 to Sep-25)

f. Vacancies and duration of vacancies

| | Chairperson | Member (CPO) | Member (Licensee) |
|---|--------------------|--------------|-------------------|
| Vacany | YES | NA | NA |
| If yes, Duration (Vacany arising from the date) | 17-08-2024 Onwards | | |

g. Number of Orders appealed against

_ in Nos

h. Number of Orders set aside by the Electricity Ombudsman

_ in Nos

i. Number of Cases where compliance of Order has been recorded;

_ in Nos

J.Details of Consumer advocacy workshops conducted by the Forum

k.Details of New local initiatives

(Vacant)

Chairperson (Single Member CGRF)
CGRF, Nidar Utilities Panvel LLP