

8933/2022/Diary Section

Email

Nishi Raj

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**Fwd: [WARNING: UNSCANNABLE EXTRACTION FAILED]CGRF - Report on filing and disposal of complaints - Reg.**

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**From :** Rakesh Kumar <secy.jercuts@gov.in> Wed, Jul 06, 2022 04:11 PM  
**Subject :** Fwd: [WARNING: UNSCANNABLE EXTRACTION FAILED]CGRF - Report on filing and disposal of complaints - Reg. 1 attachment  
**To :** Nishi Raj <nishiraj.jercuts@gov.in>

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**From:** cgrfpon@gmail.com  
**To:** "MoninderPS Wasal" <ombudsman.jercuts@gov.in>  
**Cc:** "Rakesh Kumar" <secy.jercuts@gov.in>, "Superintending Engineer-cum-Head of the Department, Electricity Department, Puducherry" <se1ped.pon@nic.in>, "Nitin Wadhwa" <nitin.jercuts@gov.in>  
**Sent:** Wednesday, July 6, 2022 4:00:27 PM  
**Subject:** [WARNING: UNSCANNABLE EXTRACTION FAILED]CGRF - Report on filing and disposal of complaints - Reg.

Sir,  
Please find attached Report on filing and disposal of complaints for the quarter ending 30/06/2022 for kind information.

Yours faithfully,

Registrar  
CGRF. Puducherry



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 **I Quarter.pdf**  
677 KB

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## CONSUMER GRIEVANCES REDRESSAL FORUM, PUDUCHERRY

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**ANNEXURE III**

(See Regulation 29)

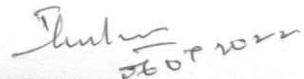
## QUARTERLY REPORTING BY FORUM

Quarter 1; Financial Year – 2022-23 [April 2022 to June 2022]

## Status of grievances redressal:

Sl. No.	Parameters	Delay in restoring supply	Quality of Supply	Meter problems	Billing problems	Quality of Service	Others	Total
1	Grievances pending at the end of previous quarter	0	03	0	01	12	03	19
2.	Grievances received during this quarter	0	29	03	17	25	19	93
3.	Total Grievances (1+2)	0	32	03	18	37	22	112
4.	Grievances attended during this Quarter	0	23	02	14	33	09	81
5.	Balance grievances to be attended (3 - 4)	0	09	01	04	04	13	31
6.	Grievances successfully redressed during this quarter	0	23	02	14	33	09	81
7.	Grievances in the process of redressal	0	0	0	02	0	01	03
8	Grievances escalated to Ombudsman						1	01*

\*CC No.130/2021 Appeal No.161/2022

  
 CHAIRMAN  
 CGRF PUDUCHERRY UT

-:2:-

5. Status of Compliance by Licensee:

- a) Of the number of grievances successfully redressed during the quarter, state the number of grievances in which the order specified directions for the Licensee : **16**
- b) Describe the status of the Licensee's compliance against each such Grievance : **07**

Case No.	Status of Compliance	Case No.	Status of Compliance
CC.43/2022	Received from SAO (HT)	CC.73/2022	Received satisfactory compliance
CC.55/2022	To be received from A.E. Mahe	CC.74/2022	To be furnished in July 2022
CC.57/2022	Received compliance	CC.75/2022	Received satisfactory compliance
CC.59/2022	Received satisfactory compliance	CC.77/2022	Received satisfactory compliance
CC.61/2022	Revised bill furnished by JAO	CC.78/2022	To be furnished before 30/09/22
CC.66/2022	To be furnished in July 2022	CC.79/2022	To be furnished before 30/09/22
CC.68/2022	To be furnished before 30/09/22	CC.80/2022	To be furnished before 30/09/22
CC.72/2022	To be furnished in July 2022	CC.81/2022	To be furnished before 30/09/22

*Shukla*  
06.07.2022  
CHAIRMAN, CGRF

DISPOSAL OF GRIEVANCES BY CGRF – QUARTER ENDING JUNE 2022

S.No	Name of CGRF	No. of grievances	Remarks
1.	No. of grievances outstanding at the close of previous quarter	19	
2.	No. of grievances received during the quarter	93	
3.	No. of grievances disposed during the quarter	81	
4.	No. of grievances pending at the close of the quarter	31	CC No.105/2022 to CC No.112/2022 were registered on 15/06/2022 CC No.115/2022 to CC No.120/2022 were registered on 21/06/2022 CC No 123/2022 to CC No.132/2022 were registered on 29/06/2022. Hearing in respect of the above 24 cases will be conducted in the month of July 2022. Orders in respect of CC No.97/2022, 100/2022, 102/2022 are to be issued in the first week of July 2022
5.	No. of grievances pending which are older than two months	0	
6.	No. of sittings of CGRF in the quarter	26	Puducherry: CGRF Office:20 (Outlying Region) Karaikal: 3 (20/04/2022, 13/05/2022 and 15/06/2022) Mahe: 2 (30/05/2022),(01/06/2022) through V C Yanam: 1(25/04/2022) through VC

*[Signature]*  
06/07/2022  
CHAIRMAN, CGRF