

Annexure-I

Quarterly Report on Consumer Grievances handled by the CGRF

Distribution Licensee: SERENE ELECTRICITY DISTRIBUTION LICENSEE
DIVISION OF MINDSPACE BUSINESS PARKS PVT. LTD.

CGRF: SERENE ELECTRICITY DISTRIBUTION LICENSEE
DIVISION OF MINDSPACE BUSINESS PARKS PVT. LTD.



A. Summary of Grievance Redressal during the quarterly period from 01.04.2018 to 30.06.2018

| No. of Grievances pending on start date | No. of Grievance 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 of Grievances during the period | No. of Grievances not admitted or withdrawn during the period | Total No. of Grievances actionable during the period | No. of Grievances | | Total no. of Grievances redressed during the period | Total No. of Grievances pending at 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 | |
| A 0 | B 0 | C=(A+B) 0 | D 0 | E=(C-D) 0 | F NIL | G NIL | H=(F+G) 0 | I=(H-E) 0 | J 0 | K=(H+J) 0 | L 0 | M 0 | N NIL | O NIL | P NIL |

B. Category-wise break up of Grievances redressed

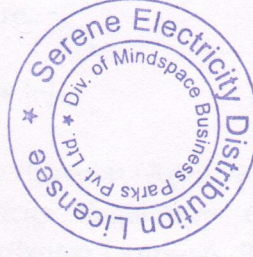
| Category of | No. of Complaints |
|--------------|-------------------|
| Commercial | 0 |
| Industrial | 0 |
| Total | 0 |

C. Nature of Grievances redressed

| Nature of Complaint | No. of Complaints |
|---------------------|-------------------|
| Billing related | 0 |
| Meter fault | 0 |
| Technical | 0 |
| New Connection | 0 |
| Quality of supply | 0 |
| Service related | 0 |
| Others | 0 |
| Total | 0 |

D. No. of CGRF's Sittings during the quarter
NIL

E. No. of cases pending for more than two months
NIL



Srimukhe

(G. S. Trimukhe)

Chairperson, CGRF, Serene Electricity Distribution Licensee
Div. of Mindspace Business Parks Pvt. Ltd.