



West Bengal Electricity Regulatory Commission

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Name of the Licensee : WBSEDCL

(B) Disposal of Grievances by CGRF (for the quarter April to June, 2018)

Sl. No	Subject	Bidhan Nagar	24Pgs (N)	24Pgs (S)	How-rah	Hoog-hly	Burd-wan	Bir-bhum	Mid- napur	Tam- luk	Puru- lia	Ban- kura	Murshi- dabad	Nadia	Malda	Rai- ganj	D. Dina- jpur	Cooch Bihar	Jalpai- Guri	Darj- eeling	TOTAL
1.	No. of grievances outstanding at the close of previous quarter	1	10	4	1	8	11	2	0	1	1	22	12	1	0	0	0	0	0	2	76
2.	No. of Grievances received during the Quarter	8	12	16	1	8	23	9	32	10	1	53	8	16	7	0	0	0	0	1	205
3.	No. of Grievances disposed during the Quarter	7	7	14	1	15	12	9	32	8	0	75	12	17	7	0	0	0	0	3	219
4.	No. of decisions in favour of Consumers.	3	0	10	0	6	0	3	0	5	0	0	3	10	4	0	0	0	0	2	46
5.	No. of decisions in favour of Licensee(s).	1	7	4	1	9	12	6	0	3	0	73	9	7	3	0	0	0	0	1	136
6.	No of complaints addressed within stipulated time.	7	7	14	1	12	23	9	32	10	0	56	12	17	7	0	0	0	0	3	210
7.	No of complaints addressed beyond stipulated time.	0	0	0	0	3	0	2	0	1	0	19	0	0	0	0	0	0	0	0	25
8.	No. of sittings of CGRFs in Quarter	7	1	6	1	6	5	4	5	3	0	5	3	3	0	0	0	0	0	1	50


[Secretary] 09/08