

### Disposal of Grievances as on 31.5.2011

[since constitution of each Consumer Grievance Redressal Forum (CGRF) & the O/o The Electricity Ombudsman (EO)]

Sl. No.	Details of CGRF / EO	No. of Complaints Received	Disposal	
			No. of Complaints decided in favour of Consumer	No. of Complaints decided in favour of distribution licensee
1.	CGRF – BRPL	3003	2359	529
2.	CGRF – BYPL	2339	1881	287
3.	CGRF – NDPL	3480	2721	628
4.	CGRF – NDMC	54	47	7
5.	Electricity Ombudsman	432	275	74