

### Disposal of Grievances for FY 2018-19

(Cumulative status of disposal of grievances since constitution of each Consumer Grievance Redressal Forum (CGRFs)  
& the O/o The Electricity Ombudsman)

S.No.	Details of CGRF/EO	No. of Complaints Received	Disposal		Pending	Others
			No. of Complaints decided in favour of Consumer	No. of Complaints decided in favour of Distribution Licensee		
1	Consumer Grievance Redressal Forum - BSES Rajdhani Power Limited (CGRF-BRPL)	6950	5477	1452	21	-
2	Consumer Grievance Redressal Forum - BSES Yamuna Power Limited (CGRF-BYPL)	3517	2836	543	3	135
3	Consumer Grievance Redressal Forum - Tata Power Delhi Distribution Limited (CGRF-TPDDL)	8057	6074	1948	35	-
4	Consumer Grievance Redressal Forum - New Delhi Municipal Council (CGRF-NDMC)	126	106	20	0	-
5	Electricity Ombudsman	855	493	232	07	123

### Disposal of Grievances for FY 2017-18

(Cumulative status of disposal of grievances since constitution of each Consumer Grievance Redressal Forum (CGRFs)  
& the O/o The Electricity Ombudsman)

S.No.	Details of CGRF/EO	No. of Complaints Received	Disposal		Pending	Others
			No. of Complaints decided in favour of Consumer	No. of Complaints decided in favour of Distribution Licensee		
1	Consumer Grievance Redressal Forum – BSES Rajdhani Power Limited (CGRF-BRPL)	6781	5334	1399	48	-
2	Consumer Grievance Redressal Forum – BSES Yamuna Power Limited (CGRF-BYPL)	3483	2810	534	04	135
3	Consumer Grievance Redressal Forum – Tata Power Delhi Distribution Limited (CGRF-TPDDL)	7873	5959	1820	94	-
4	Consumer Grievance Redressal Forum – New Delhi Municipal Council (CGRF-NDMC)	123	103	17	03	-
5	Electricity Ombudsman	820	481	211	08	120

### Disposal of Grievances for FY 2016-17

(Cumulative status of disposal of grievances since constitution of each Consumer Grievance Redressal Forum (CGRFs)  
& the O/o The Electricity Ombudsman)

S.No.	Details of CGRF/EO	No. of Complaints Received	Disposal		Pending	Others
			No. of Complaints decided in favour of Consumer	No. of Complaints decided in favour of Distribution Licensee		
1	Consumer Grievance Redressal Forum – BSES Rajdhani Power Limited (CGRF-BRPL)	6599	5207	1366	26	-
2	Consumer Grievance Redressal Forum – BSES Yamuna Power Limited (CGRF-BYPL)	3448	2781	526	6	135
3	Consumer Grievance Redressal Forum – Tata Power Delhi Distribution Limited (CGRF-TPDDL)	7624	5822	1669	133	-
4	Consumer Grievance Redressal Forum – New Delhi Municipal Council (CGRF-NDMC)	114	94	17	3	-
5	Electricity Ombudsman	782	472	190	2	118

### Disposal of Grievances for FY 2015-16

(Cumulative status of disposal of grievances since constitution of each Consumer Grievance Redressal Forum (CGRFs)  
& the O/o The Electricity Ombudsman)

S.No.	Details of CGRF/EO	No. of Complaints Received	Disposal		Pending	Others
			No. of Complaints decided in favour of Consumer	No. of Complaints decided in favour of Distribution Licensee		
1	Consumer Grievance Redressal Forum – BSES Rajdhani Power Limited (CGRF-BRPL)	6444	5067	1330	47	-
2	Consumer Grievance Redressal Forum – BSES Yamuna Power Limited (CGRF-BYPL)	3402	2752	505	10	135
3	Consumer Grievance Redressal Forum – Tata Power Delhi Distribution Limited (CGRF-TPDDL)	7172	5538	1507	127	-
4	Consumer Grievance Redressal Forum – New Delhi Municipal Council (CGRF-NDMC)	108	89	16	3	-
5	Electricity Ombudsman	741	440	165	31	105