

Disposal of Grievances up to FY 2025-26

(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	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	CGRF-NDMC	181	139	31	06	05
2	CGRF-BRPL	8059	6186	1821	52	-
3	CGRF-BYPL	433	387	119	96	-
4	CGRF-TPDDL	9024	6771	2231	22	-
5	Ombudsman	1170	614	391	09	156