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.

K RAHEJA CORP

A. Summary of Grievance Redressal during the quarterly period from 01.01.2016 to 31.03.2016

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 of Grievances during the period	No. of Grievances not admitted or withdrawn during the period	Total No. of Grievances actionable during the period	No. of Grievances		Total no.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

(G. S. Trimukhe)
Chairperson, CGRF, Serene Electricity Distribution Licensee
Div. of Mindspace Business Parks Pvt. Ltd.

MINDSPACE BUSINESS PARKS PVT. LTD.