

**Forum for Redressal of Grievances of Consumers Report**  
**For the quarter ending June., 2017**

Form-II


Grievance pending more than 2 months quarter ending

Name of the Licence : Uttar Haryana Bijli Vitran Nigam

Name of Form : Consumer Grievances Redressal Forum

Sr. No.	Nature of Complaints	Complaints Status						
		Complaints pending at the end of the last quarter i.e. 31.03.17	Complaints received during the end of the last quarter i.e. 01.04.17 to 30.6.17	Total Complaints at the end of the quarter ending i.e. 30.6.17	Complaints attended during the quarter i.e. 01.04.17 to 30.6.17	Balance Complaints to be attended	Complaints pending more than 3 months but less than 6 months	Complaints pending for more than 6 months
1	Quantity	-	-	-	-	-	-	-
2	Quality	-	-	-	-	-	-	-
3	Safety	-	-	-	-	-	-	-
4	Reliability	-	-	-	-	-	-	-
5	Efficiency	-	-	-	-	-	-	-
6	Non compliance of HERC order	-	-	-	-	-	-	-
7	Interruption/ failure of power supply	-	-	-	-	-	-	-
8	Voltage complaints	-	-	-	-	-	-	-
9	Metering problems	2	1	3	1	2	1	0
10	Billing problems	7	5	12	3	9	2	1
11	Disconnection & Reconnection of power supply	0	0	0	0	0	0	0
12	Others	2	1	3	2	1	0	0
	<b>Total</b>	<b>11</b>	<b>7</b>	<b>18</b>	<b>6</b>	<b>12</b>	<b>3</b>	<b>1</b>


- 1 ~~Three~~ No. Complaints pending more than 3 months but less than 6 months  
2 ~~Six~~ No. Complaints pending more than 2 months but less than 3 months

  
Secretary,  
CGRF/UHBVN,  
Kurukshetra

Annexure-I

Sr. No.	Disposal of Grievances by CGRF	
1	Name of CGRF	UHBVNL
2	No. of Grievances outstanding at the close of previous quarter	11
3	No. of Grievances received during the quarter	7
4	No. of Grievances disposed during the quarter	6
5	No. of Grievances pending at the close of the quarter	12
6	No. of Grievances pending which are older than three months	3
7	No. of sitting of CGRF's in the quarter	17

- 1 Three No. Complaints pending more than 3 months but less than 6 months
- 2 Six No. Complaints pending more than 2 months but less than 3 months

  
Secretary,  
CGRF/UHBVN,  
Kurukshetra