

**STATUS OF DISPOSAL OF GRIEVANCES BY THE CGRFs DURING THE QUARTER  
(PASCHIMANCHAL VIDYUT VITRAN NIGAM LTD.)**

Month From : (01/2025)      Month To : (03/2025)

| Sr.No.                         | LEVEL OF FORUM | NAME OF FORUM WITH CODE | No. of Grievances outstanding at the close of previous quarter | No. of Grievances received during the quarter | No. of Grievances disposed during the quarter                                                       | No. of Grievances pending at the close of the quarter (D)+(E)+(F) | No. of Grievances pending which are older than two months | No. of sittings of CGRFs in the quarter |
|--------------------------------|----------------|-------------------------|----------------------------------------------------------------|-----------------------------------------------|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|-----------------------------------------------------------|-----------------------------------------|
| (A)                            | (B)            | (C)                     | (D)                                                            | (E)                                           | (F)                                                                                                 | (G)                                                               | (H)                                                       | (I)                                     |
| 1                              | COMPANY        | PVVNL DISCOM (40000)    | 2                                                              | 0                                             | 1                                                                                                   | 1                                                                 | 1                                                         | 7                                       |
| <b>TOTAL FOR COMPANY LEVEL</b> |                |                         | <b>2</b>                                                       | <b>0</b>                                      | <b>1</b>                                                                                            | <b>1</b>                                                          | <b>1</b>                                                  | <b>7</b>                                |
| <b>Zone Level</b>              |                |                         |                                                                |                                               |                                                                                                     |                                                                   |                                                           |                                         |
| 1                              | ZONE           | SAHARANPUR (46000)      | 12                                                             | 3                                             | 0                                                                                                   | 15                                                                | 15                                                        | 10                                      |
| 2                              | ZONE           | MUZAFFARNAGAR           | 0                                                              | 15                                            | 0                                                                                                   | 15                                                                | 0                                                         | 0                                       |
| 3                              | ZONE           | GHAZIABAD 1 (42000)     | 0                                                              | 0                                             | 0                                                                                                   | 0                                                                 | 0                                                         | 0                                       |
| 4                              | ZONE           | GHAZIABAD 2             | 1                                                              | 0                                             | 0                                                                                                   | 1                                                                 | 1                                                         | 0                                       |
| 5                              | ZONE           | GHAZIABAD 3             | 0                                                              | 0                                             | 0                                                                                                   | 0                                                                 | 0                                                         | 0                                       |
| 6                              | ZONE           | NOIDA (45000)           | 0                                                              | 0                                             | 0                                                                                                   | 0                                                                 | 0                                                         | 0                                       |
| 7                              | ZONE           | MEERUT 1 (43000)        | 13                                                             | 0                                             | 3                                                                                                   | 10                                                                | 10                                                        | 4                                       |
| 8                              | ZONE           | BULANDSHAHR (41000)     | 1                                                              | 0                                             | 0                                                                                                   | 1                                                                 | 1                                                         | 0                                       |
| 9                              | ZONE           | MORADABAD (44000)       | 19                                                             | 3                                             | 0                                                                                                   | 22                                                                | 22                                                        | 0                                       |
| 10                             | ZONE           | GAJRAULA                | 0                                                              | 25                                            | 1                                                                                                   | 24                                                                | 24                                                        | 1                                       |
| 11                             | ZONE           | MEERUT 2                | 0                                                              | 1                                             | 11 Case Transferred to EDC-1 Meerut, 07 Cases Trans. To EDC-2 Meerut & 2 Cases Trans. To EDC-Baghat | 1                                                                 | 0                                                         | 0                                       |
| <b>TOTAL FOR ZONE LEVEL</b>    |                |                         | <b>46</b>                                                      | <b>47</b>                                     | <b>4 Cases Disposed &amp; 20 Cases Transferred</b>                                                  | <b>89</b>                                                         | <b>73</b>                                                 | <b>15</b>                               |
| <b>Circle Level</b>            |                |                         |                                                                |                                               |                                                                                                     |                                                                   |                                                           |                                         |
| 1                              | CIRCLE         | EUDC 2 NOIDA            | 0                                                              | 0                                             | 0                                                                                                   | 0                                                                 | 0                                                         | 0                                       |
| 2                              | CIRCLE         | EDC HAPUR               | 23                                                             | 0                                             | 12                                                                                                  | 11                                                                | 11                                                        | 4                                       |
| 3                              | CIRCLE         | EDC LONI                | 2                                                              | 0                                             | 0                                                                                                   | 2                                                                 | 2                                                         | 1                                       |
| 4                              | CIRCLE         | EUDC 3 GHAZIABAD        | 0                                                              | 0                                             | 0                                                                                                   | 0                                                                 | 0                                                         | 0                                       |
| 5                              | CIRCLE         | EUDC MUZAFFARNAGAR      | 0                                                              | 0                                             | 0                                                                                                   | 0                                                                 | 0                                                         | 0                                       |
| 6                              | CIRCLE         | EUDC MORADABAD          | 4                                                              | 0                                             | 0                                                                                                   | 4                                                                 | 4                                                         | 0                                       |
| 7                              | CIRCLE         | EDC 2 MUZAFFARNAGAR     | 0                                                              | 0                                             | 0                                                                                                   | 0                                                                 | 0                                                         | 0                                       |
| 8                              | CIRCLE         | EUDC 1 GHAZIABAD        | 1                                                              | 0                                             | 1                                                                                                   | 0                                                                 | 0                                                         | 1                                       |
| 9                              | CIRCLE         | EUDC MEERUT             | 0                                                              | 5 Received from EDC-1 Meerut                  | 0                                                                                                   | 5                                                                 | 0                                                         | 0                                       |
| 10                             | CIRCLE         | EDC RAMPUR              | 5                                                              | 0                                             | 3                                                                                                   | 2                                                                 | 2                                                         | 1                                       |
| 11                             | CIRCLE         | EDC GHAZIABAD           | 2                                                              | 1                                             | 0                                                                                                   | 3                                                                 | 2                                                         | 1                                       |
| 12                             | CIRCLE         | EDC BIJNOR              | 0                                                              | 0                                             | 0                                                                                                   | 0                                                                 | 0                                                         | 0                                       |
| 13                             | CIRCLE         | EDC 1 BULANDSHAHR       | 1                                                              | 0                                             | 0                                                                                                   | 1                                                                 | 1                                                         | 0                                       |
| 14                             | CIRCLE         | EDC 1 MEERUT            | 11                                                             | 0                                             | 5 Cases Transferred to EUDC Meerut                                                                  | 6                                                                 | 6                                                         | 1                                       |
| 15                             | CIRCLE         | EDC BAGHPAT             | 0                                                              | 2                                             | 0                                                                                                   | 2                                                                 | 0                                                         | 0                                       |
| 16                             | CIRCLE         | EUDC SAHARANPUR         | 0                                                              | 0                                             | 0                                                                                                   | 0                                                                 | 0                                                         | 0                                       |
| 17                             | CIRCLE         | EDC 2 MEERUT            | 0                                                              | 7                                             | 0                                                                                                   | 7                                                                 | 7                                                         | 0                                       |
| 18                             | CIRCLE         | EDC DHAMPUR             | 0                                                              | 0                                             | 0                                                                                                   | 0                                                                 | 0                                                         | 0                                       |
| 19                             | CIRCLE         | EUDC 2 GHAZIABAD        | 10                                                             | 0                                             | 6                                                                                                   | 4                                                                 | 4                                                         | 5                                       |
| 20                             | CIRCLE         | EDC 1 MUZAFFARNAGAR     | 0                                                              | 0                                             | 0                                                                                                   | 0                                                                 | 0                                                         | 0                                       |
| 21                             | CIRCLE         | EUDC 1 NOIDA            | 0                                                              | 0                                             | 0                                                                                                   | 0                                                                 | 0                                                         | 0                                       |
| 22                             | CIRCLE         | EDC 1 SAHARANPUR        | 0                                                              | 0                                             | 0                                                                                                   | 0                                                                 | 0                                                         | 0                                       |
| 23                             | CIRCLE         | EDC 1 SAHARANPUR        | <b>FORMATION UNDER PROCESS</b>                                 |                                               |                                                                                                     |                                                                   |                                                           |                                         |
| 24                             | CIRCLE         | EDC SHAMLI              |                                                                |                                               |                                                                                                     |                                                                   |                                                           |                                         |
| 25                             | CIRCLE         | EDC 1 MORADABAD         |                                                                |                                               |                                                                                                     |                                                                   |                                                           |                                         |
| 26                             | CIRCLE         | EDC 2 BULANDSHAHR       |                                                                |                                               |                                                                                                     |                                                                   |                                                           |                                         |
| 27                             | CIRCLE         | EDC SAMBHAR             |                                                                |                                               |                                                                                                     |                                                                   |                                                           |                                         |
| 28                             | CIRCLE         | EDC AMROHA              |                                                                |                                               |                                                                                                     |                                                                   |                                                           |                                         |
| 29                             | CIRCLE         | EDC 3 BULANDSHAHR       |                                                                |                                               |                                                                                                     |                                                                   |                                                           |                                         |
| <b>TOTAL FOR CIRCLE LEVEL</b>  |                |                         | <b>59</b>                                                      | <b>10</b>                                     | <b>22 Disposed &amp; 5 Cases Transferred</b>                                                        | <b>47</b>                                                         | <b>39</b>                                                 | <b>14</b>                               |