

STATUS OF DISPOSAL OF GRIEVANCES BY THE CGRFs DURING THE QUARTER								
[NAME OF THE DISCOM: Madhyanchal Vidyut Vtran Nigam Limited]								
Q3- FY 2025-26 (October 2025 to December 2025)								
S.No.	Level of forum	Name of forum	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 sitting of CGRF's in the quarter
A	B	C	D	E	F	G	H	I
1	Company	MVVNL	0	0	0	0	0	8
TOTAL FOR COMPANY LEVEL			0	0	0	0	0	8
1	ZONE	Bareilly-I	10	3	11	2	0	11
2		Bareilly-II				Formation Under Progress		
3		Gomti Nagar	1	0	0	1	1	1
4		Jankipuram	0	0	0	0	0	0
5		Lucknow Central	0	0	0	0	0	0
6		Amausi	0	0	0	0	0	0
7		Ayodhya	0	0	0	0	0	0
8		Devipatan	3	1	1	3	3	3
9		Sitapur Zone	1	0	0	1	1	0
10		Raibareli Zone				Formation Under Progress		
TOTAL FOR ZONE LEVEL			15	4	12	7	5	15
1	CIRCLE	EDC SHAJAHANPUR	2	1	1	2	2	1
2		Badaun				Formation Under Progress		
3		Pilibhit	0	0	0	0	0	2
4		Lucnow (Rural)	13	0	0	13	13	0*
5		Vrindavan	4	0	0	4	4	0*
6		Rajbhanwan	9	0	0	9	9	2*
7		Talkatora	8	0	0	8	8	0*
8		Chowk	4	0	0	4	4	0
9		Purania	1	0	0	1	1	0*
10		Mahangar	0	0	0	0	0	0
11		Gomti Nagar	3	0	0	3	3	0
12		Indiranagar	0	0	0	0	0	0
13		Ayodhya	0	0	0	0	0	0
14		Akabarpur	0	0	0	0	0	0
15		Sultanpur	0	0	0	0	0	0*
16	Formation Under Progress							
17	Formation Under Progress							
18	Formation Under Progress							
19	Formation Under Progress							
20	Formation Under Progress							
21	Formation Under Progress							
22	Formation Under Progress							
23	Formation Under Progress							
24	Formation Under Progress							
25	Formation Under Progress							
26	Formation Under Progress							
27	Formation Under Progress							
28	Formation Under Progress							
29	Formation Under Progress							
TOTAL FOR CIRCLE LEVEL		45	1	1	45	45	4	

Note :*In the Quarter 3 status, 8 sittings were held at the company level, but no cases were received.

* New vertical system implemented in Lucknow Central Zone, Lucknow as per MVVNL OM no. 1936/प्रति/मर्यादिति दिनांक 18.10.2025

*In the Quarter 3 status, 2 sittings were held at the Circle pilibhitl, but no cases were received.

* Circle Lucknow Rural New Vertical system implemented in Amausi Zone from 15.11.2025 as per MVVNL OM no. 1939/प्रति मर्यादिति दिनांक 18.10.2025

* Circle Vrindavan (Forum remains incomplete)

* Circle Rajbhanwan Implement of vertical system w.e.f 15-11-2025

* Circle Talkatora New vertical system implemented in Lucknow Central Zone, Lucknow as per MVVNL OM no. 1936/प्रति मर्यादिति दिनांक 18.10.2025

* Circle Chowk New Vertical system implemented in Lucknow Central Zone from 15.11.2025 as per MVVNL OM no. 1936/प्रति मर्यादिति दिनांक 18.10.2025

* Circle Purania After the implementation of the vertical system, one file has been sent to the Executive Engineer PR & Admin, Office of Chief Engineer, Jankipuram Zone.

*The resignation has been given by the independent member nominated by the Electricity Regulatory Commission, Shri Ram Araj Yadav, in the circle level CGRF, District Sultanpur, vide letter no. 3353 dtd. 26.09.2025.

Old transferred cgrf cases have been despose (Company level)

NOTE FOR OFFICE: Column D (No. of Grievances outstanding at the close of previous quarter) has been filled based on previous Quarter (Q1: 2025-26) submitted report. So, it should not be changed.