

KERALA STATE ELECTRICITY REGULATORY COMMISSION THIRUVANANTHAPURAM

CGRF AND OMBUDSMAN QUARTERLY 3rd QUARTERLY REPORT FOR THE FINANCIAL YEAR 2023-24

191/Com.Ex/KSERC/2012

Date: 18.01.2024

DETAILS OF CGRF

Sl. No	Name of CGRF	Name of Chairperson	Name of Member (Nom. by Licensee)	Name of Member (Nom. by SERC)	Vacant Position
1	Northern Region (KSEB Ltd)	Smt. Saijamma J. Punnoor	Smt. Ancy Paul. C	Adv. Francis A.C	Nil
2	Central Region (KSEB Ltd)	Smt. Sheeba. P	Vacant	Adv. Biju Varghese	1
3	Southern Region (KSEB Ltd)	Smt. Laila N. G	Sri. Sanjeev Koshi	Adv. C.K. Harikumar	Nil
4	Thrissur Corporation Electricity Department(TCED)	Sri. T.S Jose	Sri. Vinukrishnan. K	Adv. Aseeya. P. K	Nil
5	Technopark	Col. Sanjeev Nair (Retd)	Sri. Madhavan Praveen	Adv. C.K. Harikumar	Nil
6	Kannan Devan Hills Plantations Company.(Pvt) Ltd (KDHPCL)	Sri. R Jeyaraman	Sri. Binoy S Raj	Adv. Manoj Kurien	Nil
7	Cochin Port Authority (CoPA)	Sri. K.V.Bhagavath Sing	Smt. Rajashree K Dabke	Adv. Aishwarya M. G	Nil
8	Rubber Park India (Pvt) Ltd	Er. George V James	Er. Anees T M	Adv. Aishwarya M. G	Nil
9	Cochin Special Economic Zone Authority(CSEZA)	Sri. Boni Prasada Rao	Sri. Pramodu S	Adv. Aishwarya M. G	Nil

10	KINESCO Power and Utilities Private Limited (KPUPPL)	Sri. Mathew A George	Smt. Sreedevi S	Adv. Aishwarya M. G	Nil
11	Infopark	Mr. Vijayan V. R	Mr. Arun S	Adv. Aishwarya M. G	Nil
12	Smart City (Kochi) Infrastructure Private Limited	Smt. Sini P S	Sri. Jimu John Jacob	Adv. Aishwarya M. G	Nil

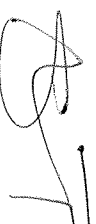
DETAILS OF OMBUDSMAN

Sl.No	Name of OMBUDSMAN	Vacant Position	Period since when vacancy has arisen
1	Sri. A Chandrakumaran Nair	Nil	NA

Details of Disposal and Grievances by CGRF and Ombudsman

1	Name of Ombudsman/CGRF	STATE ELECTRICITY OMBUDSMAN	CGRF North (KSEB Ltd)	CGRF Central (KSEB Ltd)	CGRF South (KSEB Ltd)	CGRF THRISSUR CORPORATION
2	Grievances outstanding at the end of the previous quarter-Nos	12	42	15	27	0
3	Grievances received during the quarter-Nos	18	21	21	19	0
4	Grievances disposed during the Quarter- Nos	17	37	28	31	0
5	Grievances pending at the close of the quarter- Nos	13	26	8	15	0
6	Grievances pending which are older than 2 months - Nos	0	14	0	0	0
7	Grievances hearing done during the quarter - Nos	17	37	27	31	1

1	Name of Ombudsman/CGRF	CGRF TECHNOPARK	CGRF KDHPCL	CGRF COPA	CGRF RPIL	CGRF CSEZA	CGRF KPUPL	CGRF Infopark	CGRF Smartcity
2	Grievances outstanding at the end of the previous quarter-Nos	0	0	0	0	0	0	0	0
3	Grievances received during the quarter-Nos	0	0	0	0	0	0	0	0
4	Grievances disposed during the Quarter- Nos	0	0	0	0	0	0	0	0
5	Grievances pending at the close of the quarter- Nos	0	0	0	0	0	0	0	0
6	Grievances pending which are older than 2 months - Nos	0	0	0	0	0	0	0	0
7	Grievances hearing done during the quarter - Nos	0	0	0	0	0	0	0	0



Secretary