SEZ BIOTECH SERVICES PVT. LTD.
Cyrus Poonawalla Group
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SEZ Bio-Tech/DL/2026-27/254 **Date: 03/10/2026**

To,
The Hon'ble Secretary
Maharashtra Electricity Regulatory Commission,
World Trade Center, Center No. 1
13th Floor, Cuffe Parade Colaba,
Mumbai-400005

Subject: CGRF Report for Quarter Ending 30th September 2026 (July 2026 to September 2026) for SEZ Biotech Services Private Limited-Hadapsar SEZ.

Reference:

1. MERC Order dated 08/12/2023 in Case no. 180 of 2023.
2. Maharashtra Electricity Regulatory Commission (Specific Conditions of Distribution Licence applicable to SEZ Biotech Services Private Limited-Hadapsar SEZ at 212/2 off Soli Poonawalla Road, Hadapsar, Pune Regulations, 2021.
3. Email from the Hon'ble Commission along with letter No. MERC/ADMIN/2026/0176 dated 12/03/2026

Respected Sir,

Under reference no. 1 the Hon'ble Commission through Order has taken on record the status of Deemed Distribution Licensee for SEZ Biotech Services Private Limited-Hadapsar SEZ in Case no. 180 of 2023.

Further with reference no. 3. SEZ Biotech Services Private Limited-Hadapsar SEZ is submitting the Consumer Grievance Redressal Forum ("CGRF") report for the Quarter ending 30th September 2026 (July 2026 to September 2026) is attached as **Annexure- I**.

Further we submit that we have not received any grievances in this quarter (July 2026 to September 2026)

Thanking you,

Yours faithfully,
For SEZ Biotech Services Private Limited Hadapsar SEZ.

Authorized Signatory

SEZ BIOTECH SERVICES PVT. LTD.

Annexure-I

Name of Distribution Licensee: SEZ Biotech Services Pvt Ltd-Hadapsar SEZ, Pune

Date: 03/10/2026

Name of CGRF: SEZ Biotech Services Pvt Ltd-Hadapsar SEZ, Pune

CGRF Report Submission for Quarter Ending 30th September 2026

I. Summary of grievances redressal during the quarterly report period from July 2026 to September 2026

No. of Grievances pending on Start Date	No. of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	No. of Grievances redressed				Total No. of grievances redressed during the period	Total No. of grievances pending at end the 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 payments of compensation by Licensee to Complainant	Status of compliance by Licensee (No. of. Orders)		
					Within 15 working days*	Beyond 15 working days*	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	I	J=(F+G+H+I)	K=(E-J)	L	M=(J-L)	N	O	P	Q	R
0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

**For Grievance related to non-supply, connection, re-connection or disconnection of supply*

***for all other Grievances (Except * above)*

a. Consumer category-wise distribution of complaints			
Category of grievance	**Filed (Nos)#**	Redressed (Nos)	Pending (Nos)
Industrial	0	0	0
Commercial	0	0	0
Others	0	0	0
Total	0	0	0

#For filed cases, the 'Total' count shall be as per the Nos shown E9 above (i.e., Total No. of grievances actionable during the period)

c. Consumer category-wise compensation awarded		
Category of grievance	**No of Cases Redressed**	**Amount compensation awarded in Rs.**
Industrial	0	0
Commercial	0	0
Others	0	0
Total	0	0

d. Case-wise reasons for delay in disposal with respect to specified time
N/A

e. Number of sittings in each area
0

III. No. of Grievances pending for more than two months
0

f. Vacancies and duration of vacancies			
	Chairperson	**Member (CPO)**	**Member (Licensee)**
Vacancy	No	NA	NA
If yes, Duration (vacancy arising from the date)	NA	NA	NA

g. Number of Orders appealed against	0
h. Number of Orders set aside by the Electricity Ombudsman	0
i. Number of Cases where compliance of Order has been recorded	0
j. Consumer advocacy workshops conducted by the Forum	0
k. Details of New local initiatives	1*

- Details of CGRF office printed on Electricity Bill.

II. Nature of Grievance Redressed			
Nature of Complaint	**Filed (Nos)##**	**Redressed (Nos.)**	**Pending (Nos)**
Billing	0	0	0
Meter Fault	0	0	0
Technical	0	0	0
Connection	0	0	0
Quality of Supply	0	0	0
Service Related	0	0	0
Other	0	0	0
Total	0	0	0

For filed cases, the 'Total' count shall be as per the Nos shown at E9 above (i.e., Total No. of grievances actionable during the period)

Mrs. Surekha Sudhakar Kosamkar
CGRF Chairperson Charge,
SEZ Biotech Services Pvt Ltd. Hadapsar SEZ, Pune