

**THE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES
ADANI ELECTRICITY MUMBAI LIMITED**

Devidas Lane, Off. S.V.Road, Near Devidas Lane Telephone Exchange, Borivali (West), Mumbai –
400103.

E-mail : consumerforum.mumbaielectricity@adani.com

Website : www.cgrf.adanielectricity.com / www.adanielectricity.com

Tel.No.:022-50745004

Ref: 002/Quarter(02)Report – July'2021 to Sept'2021 / 2021-22

12th October' 2021

To,
Dy. Director-Admin
Maharashtra Electricity Regulatory Commission.
13th Floor, Centre No. 1,
World Trade Centre,
Cuffe Parade, Colaba,
Mumbai 400 005.

Sir,

**Sub: CGRF grievance cases Quarter Report (2021-22-Q2) : Period – 1stJuly'2021 to
30thSeptember'2021**

Please find enclosed herewith CGRF 2nd Quarter Report (FY 2021-22) of the Consumer
Grievance Cases handled during the period from 1stJuly'2021 to 30thSeptember'2021.

Thanking you,

Yours faithfully,

sonali

Secretary,
Forum for Redressal of Consumer Grievance (AEML)

Encl: As above.

Date: 12/10/2021

Name of Distribution Licensee : Adani Electricity Mumbai Ltd.(AEML)

Name of CGRF : Mumbai

Report submission to H'ble MERC

I. Summary of grievances redressal during the quarterly report period from 1st July 2021 to 30th September 2021

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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed*				Total No. of grievances redressed during the period	Total No. of grievances pending at end of 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
1	5	6	1	5	1	0	1	0	2	3	1	1	0	0	0	0	0

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*for Grievance related to non-supply, connection, re-connection or disconnection of supply
**for all other Grievances (Except * above)

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a. Consumer category-wise distribution of complaints			
Category of Grievance	Filed (Nos)	Redressed (Nos)	Pending (Nos)
Residential	5	2	3
Commercial	1	1	0
Agricultural	0	0	0
Industrial	0	0	0
Others	0	0	0
Total	6	3	3

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

d. Case-wise reasons for delay in disposal with respect to specified time
0

e. Number of sittings in each area
10

II. Nature of Grievances redressed			
Nature of Complaint	Filed (Nos)#	Redressed (Nos)	Pending (Nos)
Billing related	3	2	1
Meter Fault	0	0	0
Technical	0	0	0
New Connection	1	1	0
Quality of Supply	0	0	0
Service Related	0	0	0
Others	2	0	2
Total	6	3	3

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

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)
Cases withdrawn (D9) counted in Cases Redressed

f. Vacancies and duration of vacancies			
	Chairperson	Member (CPO)	Member (Licensee)
Vacancy	NO	NO	NO
If yes, Duration (Vacancy arising from the date)	N.A.	N.A.	N.A.

g. Number of Orders appealed against	2
h. Number of Orders set aside by the Electricity Ombudsman	0
i. Number of Cases where compliance of Order has been recorded;	2####
j. Details of Consumer advocacy workshops conducted by the Forum	Five workshops were conducted in office with consumers on (i) 08/07/2021 (ii) 23/07/2021 (iii) 11.08.2021 (iv) 20.08.2021 & (v) 25.08.2021 Consumers were made aware regarding the CGRF process in accordance with MERC(CGRF &EO) Regulations,2020 & procedure for filing grievances Photos are uploaded on https://cgrf.adanielectricity.com/miscellaneous
k. Details of New local initiatives	Electricity Consumer Rights Statements were sent to consumers on their e-mails . Total Email count = 1204

Note : (N)### :1. One Redressed grievance filed for availing separate commercial connection. However, Forum allows the Complainant to use electricity from existing connection giving citation of Para(i) of MERC Order dated 30/03/2020 in case of 325/2019. Hence, question of compliance by Respondent Utility does not arise in this matter.
2. Cases withdrawn (D9) counted in Cases Redressed

Compliance (i) : Two Orders were appealed against. One Order disposed of without requiring compliance.

Another Order Compliance explanation: The appellant has challenged the entire bill amount of Rs.80870/- bill of the month of July/2020 & prayed to set aside the same.

The EO did not interfere the consumption bill; however directed the Respondent /Licensee to revise the bill without levying dpc and ioa from the impuned period March 20 to July/2020.

sonali
Secretary : Ms.Sonali Parulekar
CGRF-AEML,Mumbai.

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)

Cases withdrawn (D9) counted in Cases Redressed