



Adani Electricity Mumbai Limited

Consumer Grievance Redressal Forum
Yearly Report
Financial Year 2020-21

13th May'2021

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Background

Hon'ble Commission notified Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020 on 21.09.2020 effective with immediate effect. Regulations mandates implementation of various new provisions.

As per Regulation 26.4 of the MERC (CGRF & EO) Regulations, 2020, the Forum (CGRF) has to furnish a yearly report containing a general review of the activities of the Forum during the Financial Year. The present report is prepared to comply with these regulations.

Primarily, the role of CGRF is about complaint handling and grievance redressal. The activities of CGRF are centered around these activities and are provided below. The financial year 2020-21 has been a tough one in terms of Covid-19 pandemic and the effect it had in terms of lockdown restrictions, etc. In spite of the same, CGRF has been able to carry on its roles and responsibilities effectively.

Forum

CGRF was in operation from beginning of the financial year with full quorum of three Members. However, due to end of term of Sh Milind Gandbhir, the Independent Member of the Forum on 12.02.2021, currently the Forum is functioning only with two Members viz. Chairperson Shri Dilip W. Deshpande, Retd. District Judge and Licensee's Representative Sh Ashish Khedkar.

As per provision under Regulation 4.4 of MERC (CGRF & EO) Regulations, 2020, AEML has already intimated Hon'ble Commission regarding ending term of Independent Member on 03.11.2020.

The appointment of Independent Member is still awaited.

Proceedings during the year

Considering the pandemic situation of Covid-19 prevalent in the previous financial year, the consumers were faced with a dilemma of online meeting/ hearing. Consumers were imparted training on this account, so as to make them comfortable and well versed with the online process of meeting/ hearing. Consumers have in fact appreciated the steps taken by CGRF on this account. Where consumers still found it difficult to navigate the online process, CGRF approached the representatives of such consumers, who were well conversant with the idea of online/ virtual meeting and these representatives helped the consumers in the online meeting/ hearing.

During this financial year, 20 meetings/ hearings were successfully conducted through online mode.

Process Revision & Web Portal Design

New Regulations mandate for establishment of CGRF and ICRS portals for logging consumer grievances and consumer complaints. Office of the Hon'ble Commission conducted online discussions on 22.01.2021 on aspects to be covered under CGRF and ICRC portal and also discussed various formats to be developed for online submissions. AEML CGRF Secretary along with other officials of AEML distribution attended the meeting. Based on the guideline provided during the said meeting and as per provisions under Regulation 7 and 8, the Secretary and Member of the Forum worked with IT team and completed the development of CGRF web portal for submission and Acceptance of Grievance. The web portal is already live and it is being used by the consumers.

Internal Awareness on implementation of new Regulations

- The Secretary of the Forum studied the new Regulations and prepared a detailed matrix of action points. The responsibilities were assigned for timely implementation of Regulation provisions.
- The Secretary arranged Teams meeting with all internal stakeholders on 20.01.2021 wherein all the provisions of new Regulations were deliberated and even pending points of implementation were discussed. The meeting was chaired by Chief Operating Office of Distribution.

- Internal stakeholders are intermittently upskilled and motivated by CGRF to expand their capabilities in resolving consumer issues at ground level.

Consumer Awareness

Forum carried out following activities for increasing awareness about the new Regulation, new process, escalation matrix, etc.

- Hosted new Regulations on AEML website as well as AEML CGRF web site www.cgrf.adanielectricity.com
- Hosted process of complaint handling on AEML website.
- Efforts have been made to ensure that the information on complaint handling process has been made available at customer care centers, cash collection centers, Kiosks, etc. where the customers have a regular interface.
- Consumers were approached for educating them on the CGRF roles and how the consumers can make use of CGRF for complaints and grievance redressal. Consumers took interest, however, due to the existing pandemic situation, they were reluctant in having a physical meeting. In such situation, CGRF taking into account the safety measures and well being of the consumers, initiated an online trial workshop and such 1st workshop was held online on 30.03.2021. CGRF will continue to endeavor to conduct such workshops in the current financial year as well. The photos of the online workshop have been uploaded on the CGRF web portal and can be accessed on following link-

<< <https://cgrf.adanielectricity.com/miscellaneous>>>

Consumer Feedback

Received a feedback from consumer which says as under-

<<A consumer named Ms.Prachi Parekh having CA No. 101156660, called and mailed CGRF Secretary beyond working hours, for her grievance of HT tripping at her residence, mentioning that she had to face extreme hardships in the period of scorching heat. Immediately, thereupon, the CGRF Secretary escalated the matter to the concerned internal team and the complaint was resolved at the earliest. For this exceptional customer service, consumer lauded the efforts put in by both the teams and specifically emphasized that working as a team to escalate and resolve any issue at the earliest, is the need of the hour, which both the teams have displayed in the

above process. This has led to consumers developing a bond of faith with Adani Electricity which will turn out to be mutually rewarding for both the parties in the long run.>>

Reports

Quarterly reports as required under Regulations are timely submitted to Hon'ble Commission as under-

- Quarter-1: April-2020 to June-2020 report submitted on 06/07/2020.
- Quarter-2: July-2020 to September-2020 report submitted on 05/10/2020.
- Quarter-3: October-2020 to December-2020 report submitted on 06/01/2021.
- Quarter-4: January-2021 to March-2021 report submitted on 12/04/2021

The Secretary of the Forum has also provided the information to Office of Hon'ble Commission as and when sought from time to time as under –

<< Furnished quarterly CGRF updated Status Reports having CGRF Details including vacancies of members etc.>>

Challenges

The main challenges faced by Forum is to reach out to consumer for educating them on provisions of new Regulations due to COVID-19 pandemic.

It is observed that consumers are apprehensive about representing their own case. Many of them try to represent through Licensed Electrical Contractors. Forum has to convince such consumers for their personal appearance.

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Sonali Parulekar
CGRF Secretary
(AEML)