

Date: 05/07/2021

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

Name of CGRF : Mumbai

I. Summary of grievances redressal during the quarterly report period from 1st April 2021 to 30th June 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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed*				Total No. of grievances redressed during the period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 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
3	7	10	3	7	3	0	3	0	6	1	0	6	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)
Residential	3	2	1
Commercial	4	4	0
Agricultural	0	0	0
Industrial	0	0	0
Others	0	0	0
Total	7	6	1

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)

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
N.A.

e. Number of sittings in each area
11

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	3	3	0
Quality of Supply	0	0	0
Service Related	0	0	0
Others	1	1	0
Total	7	6	1

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

f. Vacancies and duration of vacancies			
	Chairperson	Member (CPO)	Member (Licensee)
Vacancy	NO	YES	NO
If yes, Duration (Vacancy arising from the date)	N.A.	Since 13/02/2021	N.A.

g. Number of Orders appealed against	1
h. Number of Orders set aside by the Electricity Ombudsman	0
i. Number of Cases where compliance of Order has been recorded;	0
J.Details of Consumer advocacy workshops conducted by the Forum	One workshop was conducted in office with consumers on 17/05/2021 . Cosumers were made aware regarding the CGRF process in accordance with MERC(CGRF &EO) Regulations,2020. Photos are uploaded on https://cgrf.adanielectricity.com/miscellaneous
k.Details of New local initiatives	Energy Saving Tips are being sent to consumers on their e-mails . Total Email count = 587

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)

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Secretary : Ms.Sonali Parulekar
 CGRF,Mumbai.

*Pending Grievance =1 , is within Stipulated Time