

Annexure 1 Quarterly Report on Consumer Grievances handled by the CGRF and EO															
Company Adani Electricity Mumbai Ltd.(AEML)					CGRF: Mumbai										
A. Summary of Grievance Redressal during the QUARTERLY period from 1st April , 2020 to 30th June,2020															
No of Grievances pending as on the 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No of grievances received during the period	Total No. of Grievances during the period	No. of grievances not admitted or withdrawn during the period	Total no.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		No. of grievances redressed during the period	No of grievances pending as on end of the period	No. of decisions in favour of Consumers	No. of decisions in favour of Licensee	No. of Orders requiring Compliance report by Licensee	No. of orders providing payment of compensation by licensee to complainant	Status of compliance by Licensee (No. of Orders)		
					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 (=F + G)	I (=E-H)	J	K (=H – J)	L	M	N	O	P
1	0	1	0	1	0	0	0	1	0	0	0	0	0	0	0
B. Category wise breakup of Grievances redressed				C: Nature of Grievances redressed				D: Total No. of Sittings of CGRF in the Quarter		E: No. of Grievances pending for more than 2 months					
Category of Grievance		No of Complaints	Nature of Complaints		No of Complaints		0		*1						
Residential		0	Billing related		0										
Commercial		0	Meter fault		0										
Agricultural		0	Technical		0										
Industrial		0	New Connection		0										
Others		0	Quality of supply		0										
Total		0	Service related		0										
			Others		0										
			Total		0										

***Note** : The grievance shown as pending is due to Covid-19 Pandemic situation.