

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 July , 2020 to 30th September ,2020															
No. of Grievances pending as on	No. of grievances received during	Total No. of Grievances during	No. of grievances not admitted or	Total No. of Grievances actionabl	No. of grievances		No. of grievance s redressed during the	No. of grievanc es pending as on	No. of decisions in favour of Consumers	No. of decisions in favour of Licensee	No. of Orders requiring Complian ce report	No. of orders providing payment of compensation by licensee to	Status of compliance by Licensee (No. of		
					Within 60 days	Beyond 60 Days							reports received within period as	reports received beyond specified	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	1	2	0	2	0	0	0	2	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		E: No. of Grievances pending for					
Category of Grievances		No of Complai nts	Nature of Complaints		No of Complaint s		6		*1		**D ; Due to Pandemic, virtual meetings were conducted				
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										
<p>*Note : Reasons for Pending grievance for more than 2 months (i) The grievance shown as pending is due to Covid-19 Pandemic situation (ii) the settlement process between the applicant and utility is ongoing (iii) Request from consumer for postponement of the matter due to ill health of the Applicant/consumer. (iv) Matter is in the final stage of compromise as requested by both Applicant & Utility</p>															