

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 October , 2020 to 31st December ,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No of grievances received during the period	Total No. of Grievances during the period	No. of grievances not admitted or withdrawn during the period	Total no.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							H (=F + G)	I (=E-H)	J
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
2	1	3	0	3	1	***1	2	1	2	0	2	0	1	0	**1
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 Grievances		No of Complaints	Nature of Complaints		No of Complaints		4		0						
Residential		1	Billing related		0										
Commercial		1	Meter fault		0										
Agricultural		0	Technical		0										
Industrial		0	New Connection		1										
Others		0	Quality of supply		0										
Total		2	Service related		0										
			#Others		1		#Other: Transfer of arrears								
			Total		2										
<p>*Note1 : Due to pandemic, virtual meetings/hearings/Sittings were conducted.</p> <p>**Note2 : Compliance under process.</p> <p>***Note3 : Reasons for Redressed grievances beyond stipulated period(2 months) : (i) due to Covid-19 Pandemic situation (ii) the settlement process between the applicant and utility was ongoing (ii) Request from consumer for postponement of the matter due to ill health of the consumer.</p>															