

Date: 12/04/2021

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 January 2021 to 31st March 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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed*				Total No. of grievances redressed during the period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
1	5	6	2	4	0	1	0	0	1	3	0	1	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)	Total (Nos)**
Residential	4	2	2	4
Commercial	1	0	1	1
Agricultural	0	0	0	0
Industrial	0	0	0	0
Others	0	0	0	0
Total	5	2	3	5

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
Separate Sheet is attached

e. Number of sittings in each area
10

II. Nature of Grievances redressed				
Nature of Complaint	Filed (Nos)	Redressed (Nos)*	Pending (Nos)	Total (Nos)**
Billing related	2	0	2	2
Meter Fault	0	0	0	0
Technical	0	0	0	0
New Connection	2	2	0	2
Quality of Supply	0	0	0	0
Service Related	0	0	0	0
Others	1	0	1	1
Total	5	2	3	5

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	01**
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 online with consumers on 30/03/2021 due to critical pandemic social situation. Consumers were made aware regarding the CGRF process in accordance with MERC(CGRF &EO) Regulations, 2020.
k. Details of New local initiatives	0

* 'Redressed Cases' in table (a) & (II) are inclusive of 'Withdrawn Cases' of table (I)

** Application filed by Intervener (and not by Complainant) in EO

*** Formula of total numbers in Table (a) & (II) is : Total Nos = Redressed + Pending Nos

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CGRF, Mumbai.