

Date: 04/04/2022

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

Name of CGRF : Mumbai

Report submission to Hon'ble MERC

I. Summary of grievances redressed during the quarterly report period from 1st January'2022 to 31st March'2022

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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed*				Total No. of grievances redressed during the period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
0	4	4	1	3	1	0	2	0	3	0	0	3	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	3	0
Commercial	1	1	0
Agricultural	0	0	0
Industrial	0	0	0
Others	0	0	0
Total	4	4	0

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
5

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

II. Nature of Grievances redressed			
Nature of Complaint	Filed (Nos)*	Redressed (Nos) **	Pending (Nos)
Billing related	3	3	0
Meter Fault	0	0	0
Technical	0	0	0
New Connection	1	1	0
Quality of Supply	0	0	0
Service Related	0	0	0
Others	0	0	0
Total	4	4	0

Filed & 'Redressed' cases in this (I.a) segment consist of figures shown in column C8 [including of 'Cases withdrawn' column (D8**)]

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f. Vacancies and duration of vacancies			
	Chairperson	Member (CPO)	Member (Licensee)
Vacancy	NO	NO	NO
If yes, Duration (Vacancy arising from the date)	N.A.	N.A.	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	4 workshops were conducted in CGRFF office with consumers and their representatives . Consumers were made aware regarding the CGRF process in accordance with MERC(CGRF & EO) Regulations,2020 & procedure for filing grievances. Consumers were guided and aided in uploading the grievances on integrated portal. Photos are uploaded on https://cgrf.adanielectricity.com/miscellaneous
k.Details of New local initiatives	a). Electricity Consumer Rights Statements were sent to consumers on their e-mails b) Energy Saving E-mails to consumers in total 724 count.

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Secretary : Ms.Sonali Parulekar
CGRF-AEML,Mumbai.

***Note for 'No. of Orders appealed against (g)' : A representation filed before Hon'ble EO against CGRF Order passed in (Q-3) of which EO order passed in this quarter (Q-4), is considered as 1 (one) under this header. (Eg. Case of Geeta Sodha)