

Date: 03/01/2022

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 October'2021 to 31st December'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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed*				Total No. of grievances redressed during the period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 of 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
3	1	4	0	4	0	0	3	1	4	0	1	3	1	0	1	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	4	4	0
Commercial	0	0	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
1 #

e. Number of sittings in each area
5

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

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

*For filed cases, the 'Total' count shall be as per the Nos shown at E9 above (i.e. Total No. of grievances actionable during the period)

**Cases withdrawn (D9) is counted+ in Cases Redressed

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	2 ##
h. Number of Orders set aside by the Electricity Ombudsman	0
i. Number of Cases where compliance of Order has been recorded;	1
j. Details of Consumer advocacy workshops conducted by the Forum	one workshop was conducted in office with consumer on (i) 13/07/2021. Consumers were made aware regarding the CGRF process in accordance with MERC(CGRF &EO). Regulations,2020 & procedure for filing grievances Photos are uploaded on https://egr.adanielectricity.com/miscellaneous
k. Details of New local initiatives	a). Electricity Consumer Rights Statements were sent to consumers on their e-mails: 226 .b) Energy Saving E-mails to consumers -

Reason for Delay in redressal : Case No.07009/2021-Soniya Arockiya.

\$ During the course of the hearing, the Forum suggested the applicant and utility to explore the possibility of shifting the meters in question.

\$ Number of attempts were made by consumer herself and utility/licensee to reach amicable settlement in the matter by conducting 15 meetings with objectors and chawl committee members.

\$ However, no amicable settlement was reached between the parties and hence, the matter was dealt on merit.

\$ Total Hearing Dates : 4 (30/08/2021, 20/09/21, 28/09/21, 01/10/21) [Complaint registered on 28/07/2021 & Order passed on 21/10/2021]

No. of Orders appealed Against - Total 2 CGRF Orders are appealed against. 1 representation is made lately with office of Hon'ble EO which is received vide notice of EO on 29/12/21. This is under process at Office of Hon'ble EO.

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