



Adani Electricity Mumbai Limited

Consumer Complaint/Grievance Handling Matrix

Steps of filing complaint:

1. Visit: www.adanielectricity.com
2. Select "Register your complaints"
3. Login with existing details/ Sign up
4. File complaint: Choose complaint category, Sub-category, Input complaint description, agree to receive notifications and Submit application
5. Track status of lodged complaints.

After ICRS (Internal Complaint Redressal System) -> Escalation to Consumer Grievance Redressal Forum (CGRF) through Web Portal if:

- (a) Complaint is closed at ICRS without consent of consumer **OR**
- (b) Consumer is not satisfied with the resolution provided **OR**
- (c) After expiry of given resolution time as per MERC (CGRF &EO) Regulations, 2020 at ICRS.

Consumer to download/ fill up-sign / upload online **Schedule A form / Undertaking with supporting documents** numbering each page for escalating complaint at CGRF and supporting documents with pages numbered, at Consumer Grievance Redressal Forum (CGRF).

Complaint Types & Redressal Timeline at CGRF

Complaint Categorization	Redressal Time
1. Billing Related	60 Working Days
2. No Supply	015 Working Days
3. New Connection	15 Working Days
4. Reconnection/Disconnection	15 Working Days
5. Other Types Complaint	60 Working Days

Consumer Grievance Redressal Forum

Adani Electricity Mumbai Limited

Devidas Lane, Off.S.V.P. Road, Near Devidas Telephone Exchange,Borivali (West),

Mumbai 400103.Tel No.: 022-50745004

CGRF Office Time: 10.30 a.m. to 4.00 p.m.

Non-Working Days: All Sundays, Selective Bank Holidays, 2nd&4thSaturdays,

National Holidays

E-mail: Consumerforum.mumbaielectricity@adani.com

CGRF Website: cgrf.adanielectricity.com (For Details & Information)

AEML website: adanielectricity.com (**Also For complaint login thro' ICRS &CGRF**)

Escalation to Electricity Ombudsman:

Any Complainant, who is aggrieved by the non-redressal of his Grievance by the Forum, may, either directly or through his duly authorized representative, make a representation for redressal of his Grievance to the Electricity Ombudsman within sixty (60) days from the date of the Order of the Forum.

Electricity Ombudsman Office Address:

606, Keshva Building, 6th Floor, Bandra Kurla Complex (BKC), Bandra (East), Mumbai 400051.

Email: electricityombudsmanmumbai@gmail.com / **Website:** www.mercombudsman.org.in
