

ADANI ELECTRICITY MUMBAI LIMITED



GRIEVANCE REDRESSAL PROCEDURE

Under Maharashtra Electricity
Regulatory Commission
(Consumer Grievance Redressal
Forum and Ombudsman)
Regulations, 2006

PROCESS FOR GRIEVANCE REDRESSAL IN ADANI ELECTRICITY MUMBAI LIMITED (AEML) IN TERMS OF MAHARASHTRA ELECTRICITY REGULATORY COMMISSION (CONSUMER GRIEVANCE REDRESSAL FORUM AND OMBUDSMAN) REGULATIONS, 2006

Following constitute the grievance redressal bodies:

- "Internal Grievance Redressal Cell" or "IGR Cell" is such first authority to be contacted by the consumer for redressal of his/her grievance as notified by the Distribution Licensee.
- "Consumer Grievance Redressal Forum" or "CGR Forum" is the authority appointed for redressal of consumer grievance if there is no action by IGR Cell in the given time period or if the consumer is not satisfied with the remedy provided by the IGR Cell to his grievance within a period of 2 months from the date of interaction.
- "Electricity Ombudsman" is the authority appointed for redressal of consumer grievance if the consumer is aggrieved by his/her grievance by the CGRF.

Rules and procedures for redressal of grievances with Adani Electricity Mumbai Limited

- These rules and procedures have been outlined to enable the consumer of electricity of Adani Electricity Mumbai Limited (AEML) address his grievance viz. any fault, imperfection, shortcoming or inadequacy in the quality, nature and manner of performance which has been undertaken to be performed by AEML (Distribution Licensee) in pursuance of a license, contract, agreement or under the Electricity Supply Code or in relation to standards of performance of Distribution Licensees as specified by the Commission and includes inter alia (a) safety of distribution system having potential of endangering of life or property and (b) grievances in respect of non-compliance of any order of the Commission or any action to be taken in pursuance thereof which are within the jurisdiction of the Forum or Ombudsman, as the case may be.

1. How to address grievance at the IGR Cell?

- Consumers are required to fill up the attached Form A giving details of their grievance. They should attach thereof any correspondence or interaction with AEML in the matter. The said forms are to be submitted either by post or in person to the appropriate Internal Grievance Redressal Cell located at the below mentioned address. The receipt of such intimation of grievance will be acknowledged by AEML across the counter and or in case the grievance is received by post the consumer will be given acknowledgment within 5 working days from the date of receipt.
- All applicants are requested to file their grievance only with the respective IGR Cell. In case of grievances submitted by e-mail, receipt also will be sent by e-mail as promptly as possible.
- Consumer having a grievance as specified above should contact one of the following IGR Cells of AEML depending on the division of AEML where the premises of the consumer is located (Please refer to your electricity bill to find your division).

The location of Internal Grievance Redressal (IGR) Cell of AEML

A. South Division

Customer Care Centre, RNA Corporate Park
Old Kalamandir, Near Collector's Office,
Bandra East, Mumbai 400051

Tel No.: 19122 (24x7 Toll Free)
E-mail: helpdesk.mumbaielectricity@adani.com

B. East Division

Customer Care Centre,
Tilak Nagar Road No.3,
Chembur, Mumbai 400089

Tel No.: 19122 (24x7 Toll Free)
E-mail: helpdesk.mumbaielectricity@adani.com

C. South Central Division - I

Customer Care Centre, E-4
MIDC, Andheri East,
Mumbai 400093

Tel No.: 19122 (24x7 Toll Free)
E-mail: helpdesk.mumbaielectricity@adani.com

*South Central Div - II
Usha Kisan Bldg.,
1st Floor, Near Nadeo
Shopping Centre, S.V. Rd.
Andheri (W), Mumbai 400058*

D. Central Division

Customer Care Centre, W.E. Highway,
Dindoshi, Goregaon East,
Mumbai 400093

Tel No.: 19122 (24x7 Toll Free)
E-mail: helpdesk.mumbaielectricity@adani.com

E. North Division I

Customer Care Centre, 369 D,
S.V.Road, Kandivall W,
Mumbai 400067

Tel No.: 19122 (24x7 Toll Free)
E-mail: helpdesk.mumbaielectricity@adani.com

F. North Division II

Customer Care Centre, 2nd Floor, Near Railway Fatak,
M. B. Trade Centre, Mira-Bhander Rd.,
Bhayander (E), Thane 401105

Tel No.: 19122 (24x7 Toll Free)
E-mail: helpdesk.mumbaielectricity@adani.com

2. How to address grievance at the CGR Forum?

- In the event where a consumer is not satisfied with the remedy provided by the IGR Cell to his/her grievance within a period of 2 months from the date of intimation or where no remedy has been provided within such period, the consumer may submit such grievance to the Forum. AEML shall within the said period of 2 months send a written reply to the consumer stating the action it has taken or proposes to take for redressing the grievance.
- Application to the Forum should be made in the form Schedule A attached. The Consumer Grievance Redressal Forum for consumers of Adani Electricity Mumbai Limited is located at:
Adani Electricity Mumbai Limited
1st Floor, Devidas Lane, Off SVP Road, Near Devidas Lane Telephone Exchange, Borivali West, Mumbai 400103
Tel. No.: +91 22 3009 4247 | Website: cgrf.adanielectricity.com | E-mail: consumerforum.mumbaielectricity@adani.com
- The Forum shall not admit any grievance unless it is filed within 2 yrs from the cause of action. The Forum shall complete the enquiry as expeditiously as possible and every endeavour shall be made by the Forum to pass appropriate orders on the grievance for its redressal within a maximum period of 2 months from its date of receipt of the grievance by the Forum. The order of the Forum shall be binding on the consumer and the Distribution Licensee (AEML).
- The Grievance is to be submitted in the prescribed Schedule A along with an attached form in 6 sets.
Note: As per Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006, Para 6.8. If the Forum is prima facie of the view that any grievance referred to, it falls within the preview of any of the following provisions of the Act the same shall be excluded from the jurisdiction of the Forum:
 - a) Unauthorised use of electricity as provided under section 126 of the Act
 - b) Offences and penalties as provided under sections 135 to 139 of the Act
 - c) Accident in the distribution, supply or use of electricity as provided under section 161 of the Act
 - d) Recovery of arrears where the bill amount is not disputed

3. How to address grievance to the Electricity Ombudsman?

- Any consumer who is aggrieved by the non-redressal of his grievance by the Forum may make a representation for redressal of his grievance to the Electricity Ombudsman within 2 months from the date of the order of the Forum. The representation to be made in the Form specified and set out in Schedule B attached. The address of the Ombudsman is as follows:

606, 'KESHAVA', Bandra Kurla Complex,
Bandra East, Mumbai 400051
Tel./Telefax: +91 22 2659 2965

4. Consumers are requested to go through the various provisions of the

- a) Maharashtra Electricity Regulation Commission (Consumer Grievance Redressal Forum and Electricity Ombudsman) Regulations, 2006
- b) Maharashtra Electricity Regulatory Commission (Electricity Supply Code and other conditions of supply) Regulations, 2005
- c) Maharashtra Electricity Regulatory Commission (Standards of Performance of Distribution Licensees, Period for Giving Supply and Determination of Compensation) Regulations, 2014
- d) The Electricity Act, 2003

Application to Internal Grievance Redressal Cell - IGR

FORM A

Date

1. Name of the consumer

2. Full address of the consumer

Flat no./Building name

Lane/Street

Landmark

Suburb/City Pin Code

Phone no. Fax no.

Email

3. Account no.

4. Division

5. Nature of complaint _____

6. Disputed amount if any _____

7. Please attach correspondence with AEML in the said matter (if any) _____

8. Action taken by AEML in mitigating the grievance _____

9. Any other matter you would like to state regarding grievance redressal by AEML _____

Consumer's name in block letters _____ Signature _____

SCHEDULE A

Application to Forum for redressal of grievance

Date

1. Name of the consumer

2. Full address of the consumer

Flat no./Building name

Lane/Street

Landmark

Suburb/City Pin Code

Phone no. Fax no.

Email

3. Particulars of connection and consumer no. (Please state nature of connection) _____

4. Distribution Licensee _____

5. Details of the grievance, facts giving rise to the grievance (If space is not sufficient please enclose separate sheet) _____

6. Date of original intimation of grievance by the consumer to the distribution licensee (Internal Grievance Redressal Cell) _____

7. Remedy provided by the Distribution Licensee, if any _____

8. Nature of relief sought from the forum (Please enclose any proof to support claim, if any) _____

9. List of documents enclosed (Please enclose copies of any relevant documents which support the facts giving rise to the grievance) _____

GRIEVANCE REDRESSAL PROCEDURE

10. Declaration:

a. I/ We, the consumer /s herein declare that:

i. The information furnished herein above is true and correct; and

ii. I/ We have not concealed or misrepresented any fact stated hereinabove and the documents submitted herewith.

b. The present grievance has been intimated to the Distribution Licensee in the form and manner and within the time frame prescribed by the Distribution Licensee and I/We am/are not satisfied by the remedy provided by the Distribution Licensee or no remedy was provided within a period of two months from the date of original intimation.

c. The subject matter of the present grievance has never been submitted to the Forum by me or by any one of us or by any of the parties concerned with the subject matter to the best of my/our knowledge.

d. The subject matter of my/our grievance has not been settled through the Forum in any previous proceedings.

e. The subject matter of my/our grievance has not been decided by any competent authority/court/arbitrator, and is not pending before any such authority/court/arbitrator.

Yours faithfully

(Signature)

(Consumer's name in block letters)

Nomination (If the consumer wants to nominate his representative to appear and make submissions on his behalf before the Forum, the following declaration should be submitted.)

I/We, the above named consumer hereby nominate Shri/Smt _____

who is not an Advocate and whose address is _____

as my/our REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us. He/She has signed below in my presence.

ACCEPTED

(Signature of Representative)

(Signature of Consumer)

**ADANI ELECTRICITY MUMBAI LIMITED
FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES.**

(To be submitted along with schedule A)

Grievance Complaint no. _____

- 1. Name of the Applicant (In block letters)
- 2. Contract Account/Application no.
- 3. Division
- 4. Tariff category (LT I, LT II,...)
- 5. Nature of complaint (Excess billing, supplementary bills, tariff change..) _____

6. Disputed amount _____

7. No. & date of first complaint _____

8. Is the amount charged U/s 126/135 of The Electricity Act, 2003. (i.e. for unauthorised use of electricity or theft of electricity) _____

9. Date of registration of complaint with AEML and with Name & Designation of the concerned officer _____

10. Name & Designation of the officer contacted & give details of the discussion and orders issued _____

11. Action taken by AEML in mitigating the grievance and letter thereof _____

12. Date of intimation to Internal Grievance Redressal Cell of AEML

13. Date of acknowledgment given by Internal Grievance Redressal Cell of AEML

14. Name & Designation of AEML Internal Grievance Redressal cell officer _____

15. Letter from Internal Grievance Redressal cell of AEML stating the action taken by AEML in respect of the grievance _____

16. Any other feedback regarding Grievances Redressal Cell _____

SCHEDULE B

Representation before Electricity Ombudsman

No. _____ of year _____
(To be filled up by office)

Date

To,
The Electricity Ombudsman
606, 'KESHAVA', Bandra Kurla Complex,
Bandra East, Mumbai 400051

Dear Sir,

SUB:

(Please make a mention of the order of the Forum from which a representation to the Electricity Ombudsman is being made)

Details of the grievance are as under:

1. Name of the consumer

2. Full address of the consumer

Flat no./Building name

Lane/Street

Landmark

Suburb/City Pin Code

Phone no. Fax no.

Email

3. Name

Full address of the Distribution Licensee

Flat no./Building name

Lane/Street

Landmark

Suburb/City Pin Code

Phone no. Fax no.

4. Name

Full address of the Forum

Flat no./Building name

Lane/Street

Landmark

Suburb/City Pin Code

Phone no. Fax no.

5. Particulars of connection and consumer no. (Please state nature of connection) _____

GRIEVANCE REDRESSAL PROCEDURE

6. Date of submission of grievance by the consumer to the Forum (Please enclose three copies of the grievance) _____

7. Subject matter of the representation _____

8. Details of the representation, facts giving rise to the representation (If space is not sufficient please enclose separate sheet)

9. Whether the consumer has received the final decision of the Forum? (If yes, please enclose 'three copies' of the Forum's order conveying its final decision)

10. Nature of relief sought from the Electricity Ombudsman (Please enclose 'three copies' of documentary proof, if any, in support of your claim) _____

11. Nature and extent of monetary loss, if any, claimed by the consumer (if any) by way of compensation Rs. _____ (Please enclose
documentary proof, if any, to show that such loss is actual loss caused as a direct consequence of alleged act, omission or commission of the Distribution Licensee)

12. List of documents enclosed (Please enclose 'three copies' of all the documents which support the facts giving rise to the Representation)

13. Declaration

a. I/ We, the consumer/s herein declare that:

- i. The information furnished herein above is true and correct; and
- ii. I/ We have not concealed or misrepresented any fact stated hereinabove and the documents submitted herewith.

b. The subject matter of my/our representation has never been brought before the Office of the Electricity Ombudsman by me/or by any one of us or by any of the parties concerned with the subject matter to the best of my/our knowledge.

c. The subject matter of my/our representation has not been settled through the Office of the Electricity Ombudsman in any previous proceedings.

d. The subject matter of the present representation has not been decided by any competent authority/court/arbitrator, and is not pending before any such authority/court/arbitrator.

Yours faithfully

(Signature)

(Consumer's name in block letters)

GRIEVANCE REDRESSAL PROCEDURE

Nomination (If the consumer wants to nominate his representative to appear and make submissions on his behalf before the Forum, the following declaration should be submitted.)

I/We, the above named consumer hereby nominate Shri/Smt _____

who is not an Advocate and whose address is _____

as my/our REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us. He/She has signed below in my presence.

ACCEPTED

(Signature of Representative)

(Signature of Consumer)