



Adani Electricity Mumbai Limited

Consumer Grievance Redressal Forum
Yearly Report
Financial Year 2021-22

Date: 5th May'2022

Background

The Hon'ble Commission notified the Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020 on 21/09/2020 effective with effect from 21/09/2020. The Regulation mandates implementation of various new provisions.

As per Regulation 26.4 of the MERC (CGRF & EO) Regulations, 2020, the "Forum" (forum for redressal of Grievances of consumers) (CGRF, in short) has to furnish a yearly report containing a general review of the activities of the Forum during the Financial Year. The present report is prepared to comply with this Regulation.

Primarily, the role of CGRF is about complaint handling and grievance redressal. The activities of CGRF are centered around these activities and are provided below. The financial year 2021-22 has been a tough one in terms of Covid-19 pandemic as in FY 2020-21 and the effect it had in terms of lockdown restrictions, etc. In spite of that, CGRF has been able to carry on its roles and responsibilities effectively.

Forum

CGRF was in operation from beginning of the financial year with quorum of two Members consisting of Chairperson and Member (Licensee's Representative-Technical) as the post of Independent Member was vacant from 13/02/2021.

As per provision under Regulation 4.4 of MERC (CGRF & EO) Regulations, 2020, AEML had already intimated to the Hon'ble Commission on 03/11/2020 regarding ending term of Independent Member.

The appointment of Ms. Sharmila S. Ranade as Independent Member was done by Hon'ble Commission on 06th August'2021 and accordingly the Joining Report of Independent Member was submitted by AEML to the Hon'ble Commission on 20/08/2021 after her resuming and joining from 13/08/2021 in CGRF (AEML).

Currently the Forum is functioning with three Members viz. Chairperson Shri Dilip W. Deshpande (Retd. District Judge), Independent Member (CPO) Ms. Sharmila S. Ranade, and Technical Member (Licensee's Representative) Shri Ashish Khedkar.

Proceedings during the year

During the pandemic situation of Covid-19 prevalent in this financial year, the circumstances were not favorable to conduct actual meetings or hearings with the presence of consumers. Consumers and their representatives willingly opted for online hearing. Consumers were imparted training on this account, so as to make them comfortable and well versed with the online process of meeting/ hearing. Consumers have in fact appreciated the steps taken by CGRF on this account which saved their travel time and reduced the risk of spread of viruses through actual physical contact. In some cases, where consumers wanted to approach in person to understand the process related to CGRF, it was ensured that they follow Covid-19 guidelines as issued by Local Corporation. Where consumers still found it difficult to navigate the online process, CGRF approached the representatives of such consumers, who were well conversant with the online/ virtual meeting and these representatives helped the consumers in the online meeting/ hearing.

Process Revision & Visit of Hon'ble Electricity Ombudsman

As per the requirement of the MERC (CGRF & EO) Regulations, 2020, online discussions were held on 22/01/2021 with the Office of the Hon'ble Commission and the Hon'ble Electricity Ombudsman, regarding aspects to be covered under ICRS & CGRF portal and based on the guidelines provided during the said meeting and in accordance with the provisions under the aforesaid Regulations, Distribution Licensee (DL) established, developed, and improvised integrated Portal for consumer complaints / grievance logging through ICRS and escalation to CGRF. The web portal is already live, and it is being used by the consumers. Where the consumers appear in person or send their grievances through post or e-mail are being guided on the process of online grievance admission.

The Hon'ble Electricity Ombudsman with CGRF Secretary visited AEML premises to supervise the functioning of ICRS & CGRF on 02/07/2021. The presentation regarding digital functioning of operations and consumer complaint handling process was made before the Hon'ble Electricity Ombudsman Mr. Lad & CGRF Secretary, Mr. Dumbre. Valuable suggestions were incorporated in the current functioning.

Data of Grievances handled during FY 2021-22

A. Total Grievances:

Description	No. of Cases
Carried forward cases from FY 2020-21	3
New Cases Filed in FY 2021-22	17
Total	20

Description	Nature-wise grievances				Billing category wise grievances		
	Billing	New Connection	Other	Total	Resi	Comm	Total
Grievances							
Carried forward from previous quarter	2	0	1	3	2	1	3
Filed in FY 2021-22	8	5	4	17	11	6	17
Total	10	5	5	20	13	7	20

Order Compliances

- MERC (CGRF & EO) Regulations, 2020 stipulates period of 15 working days for disposal of grievances related to non-supply, connection, re-connection or disconnection of supply & period of 60 days for all other grievances.

Grievances disposed within Time	19
Grievances disposed beyond Time	01

Reason For Delay in disposal of grievance

Case No.: 07009/2021 – Soniya Arockiya

- Complaint Registered on : 28/07/2021
- Order Passed on : 21/10/2021
- Complaint Type : Others (Meter Shifting-Resi)
- 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 umpteen meetings with objectors and chawl committee members of her.
- However, no amicable settlement was reached between the parties and hence, the matter was dealt on merit.
- Total Hearing Dates: 04 [30/08/2021, 20/09/2021, 28/09/2021 & 01/10/2021]

- The distribution licensee is required to comply with the directions issued in orders passed by Forum and intimate the compliances to Forum.

Status of Orders compliances

Total No. of Orders passed during FY 2021-22	20
Orders wherein no compliances were required	18
Orders wherein compliances were required	2
Compliances received from AEML (as DL)	2
Compliances pending with AEML	0

Internal Awareness on implementation of new Regulations

- Internal stakeholders are intermittently upskilled and motivated by CGRF to expand their capabilities in resolving consumer issues at ground level.
 - Two sessions were conducted through online meeting and then intermittently settled queries raised by the internal stakeholders on the CGRF Regulations.
 - Complaint handling executives were made acquainted with Internal complaint handling flow, modifications in ICRS system.
 - Internal stakeholders were being made aware of classification of complaint types and the timelines of complaints resolutions according to the types in Internal Complaint Redressal System (ICRS).
 - Internal Stakeholders were bestowed information of Complaint escalation matrix within organization and CGRF. Consumer/Complainant be made aware, through consumer center executives, that how non-redressal of consumer's grievance or his unsatisfaction towards redressal can be escalated to CGRF and how CGRF office can be reached for more details.
 - Complaint receiving centers were guided with the information about Schedule A Form i.e. how the complaint, once received from any consumer, in a format of 'Schedule A' form be treated. This has to be forwarded alongwith any supporting document, if any, and intimated to the Forum within the next 3 working days.
 - As of now, additionally, as and when the internal stakeholders needs the guidance/direction in any matter which needs heightening, they approach the Forum or guide consumer to move to Forum with duly filled Schedule A form.

Consumer Awareness

Forum carried out following activities for increasing awareness about the new Regulation, new process, escalation matrix, etc.

- Hosted new Regulations on AEML website as well as AEML CGRF web site www.cgrf.adanielectricity.com
- Hosted process of complaint handling on AEML website as well as AEML CGRF web site www.cgrf.adanielectricity.com
- Efforts have been made to ensure that the information on complaint handling process has been made available at customer care centers, cash collection centers, Kiosks, etc. where the customers have a regular interface.

Consumers were approached for educating them on the CGRF roles and how the consumers can make use of CGRF for complaints and grievance redressal. Consumers took interest, however, due to the existing pandemic situation, they were reluctant in having a physical meeting. In such situation, CGRF considering the safety measures and wellbeing of the consumers conducted online meetings.

Forum has initiated Consumer Advocacy Workshop in accordance with Regulation 26.2(j) of the said Regulation. Forum has managed to take 12 Advocacy workshops during F.Y. 2021-22 even during pandemic times to make the consumers aware of an overall functioning of CGRF, Regulation and process of filing grievances.

CRGF will continue to endeavor to conduct such workshops in the current financial year as well. The photos of the online workshop have been uploaded on the CGRF web portal and can be accessed on following link-

<< <https://cgrf.adanielectricity.com/miscellaneous>>>

Details of Consumer Advocacy Workshop (CAW)

Details of Consumer Advocacy Workshop			
Sr.No.	Date of CAW	Participants	Details
1	17/05/2021	2- Consumer Representatives	Consumer Representative approached for new connection grievance escalation. They have been educated with newly launched integrated portal and the process of submitting online complaint in CGRF. Representatives were assisted in registering 3 complaints of granting new electric connections. (CGRF Cases - sushila Hankare, Bapu Daware, Rajesh Rama Swamy)
2.	08/07/2021	2- (1 Consumer & 1 his representative	Consumer's query was about getting knowledge of process of raising complaint if new electric connection is not granted. He has been explained with the process.
3.	08/07/2021	1- Online workshop (Consumer Representative)	Consumer's grievance was about High Consumption. Consumer's daughter represented and was assisted in providing knowledge about the process on behalf of her late father. Forum helped her to get her complaint registered on portal and she then sent an email of appreciation to Forum. –CGRF Case Meer Shafi
4.	23/07/2021	1- Representative of Consumer	Consumer's complaint was about Meter Shifting and wanted guidance for ICRS complaint filing. Her representative later, not satisfied with the resolution provided by ICRS, submitted the complaint in CGRF with supporting documents and was assisted in registering on web portal. – (CGRF Case-Sonia Arockiya)
5.	11/08/2021	1- Consumer	Consumer Vijay Sharma was assisted by Forum to settle his case in ICRS with appropriate guidance. He then sent an appreciation e-mail in forum which is posted here in feedback section.
6.	20/08/2021	2- Consumer & Representative	Consumer approached to Forum alongwith his representative by learning about complaint handling mechanism information displayed at Bandra consumer centre of AEML. He was well guided and showed willingness to approach ICRS team for settlement of his issue.
7.	25/08/2021	1- Complainant	Having regard to his property dispute problem, Complainant directly approached to CGRF. He was not a registered consumer of AEML.. He did not have proper supporting documents to establish his ownership of premises in question. He was properly guided to apply for online portal of AEML for new connection and upload relevant supporting document. He went satisfied with the information and guidance

			sought from Forum.
8.	13/12/2021	1- Complainant	Consumer directly approached to Forum as he was not sure how and to whom to present his issue related to meter/new connection. Forum guided him about ICRS team and explained the complaint handling process. The AEML team, further assisted him.
9.	24/01/2022	1- Complainant	Complainant was having high billing issue and was guided how to approach CGRF with Schedule A Form. He then approached with his representative too.
10.	31/01/2022	2.- Consumer & his representative	Consumer and his representative were provided with a copy of MERC (CGRF & EO) Regulations, 2020 and got his grievance registered on web portal for High Consumption issue.
11.	11/03/2022	Representative of Consumer	Consumers representative furnished his grievance of new connection filed with a proper guidance by Forum. (CGRF Case - Raziya Abdul Sattar)
12.	23/03/2022	Representative of Consumer	Representative of consumer called CGRF Secretary to know about new meter complaint filing process and was guided by the procedure

Local Initiative

Forum has prepared a database of consumers and in the process of educating the consumers for their rights, has sent e-mails containing 'Electricity (Rights of Consumers), Rules, 2020'. Also, e-mails have been sent for providing tips of energy conservation. This process of awareness has been done intermittently.

Energy bills are printed with educative messages displaying:

- energy conservation tips viz. (i) turning off all appliances while stepping out of home (ii) restraining usage of AC temperature (iii) utilization of low-wattage bulbs (iv) controlling consumption during summer season and to keep away from higher tariff slab.
- Consumption unit's tracker is shown for tracing usage of unit comparison.
- Precautionary guiding messages about Corona Virus preventive actions are posted through energy bills.

Consumer Feedback

Received feedbacks from consumer to CGRF & CGRF Secretary which is provided below -

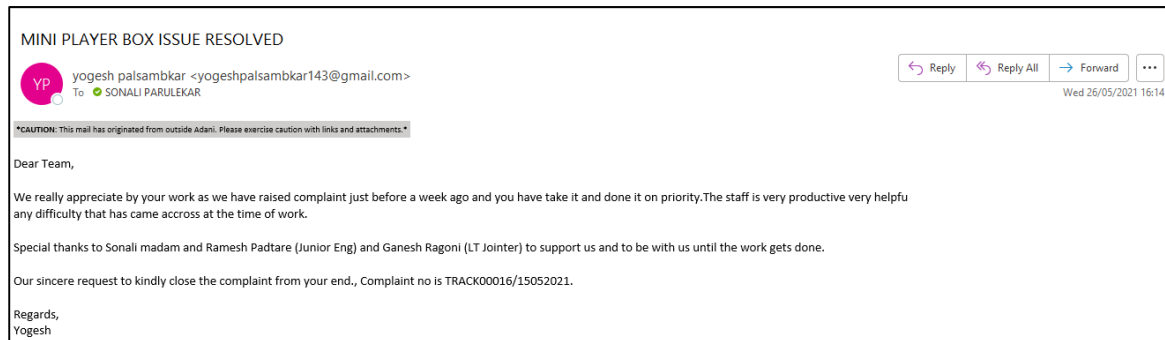
1. A Consumer, Ms. Farida Poonawala with e-mail id. poonawalafarimust@gmail.com, mailed to CGRF for power cut resolution. Consumer, wrote that she faced hardships due to power cut in May'2021 and when the problem was resolved, she offered her thanks through an e-mail to CGRF dated 17/05/2021, the snapshot is provided below:



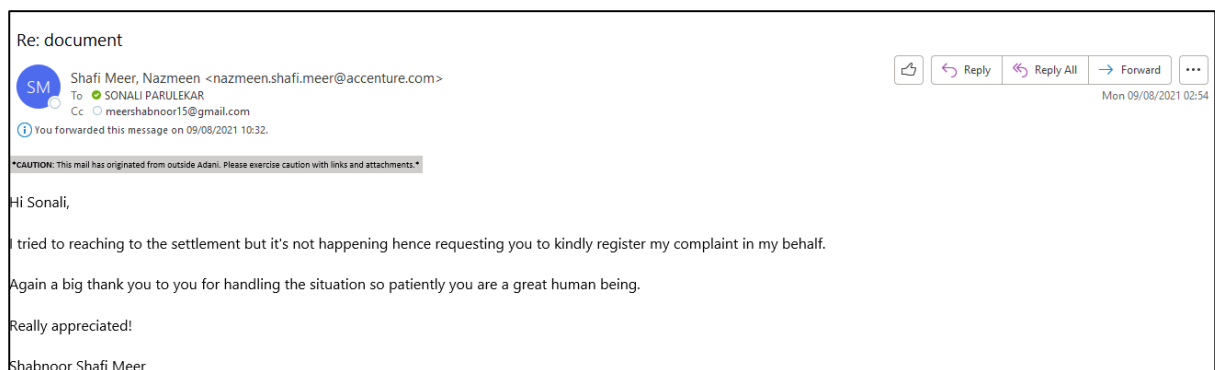
2. A Consumer, Mr. Merwin Fernandes, having mobile number 9821489882 had called on CGRF's contact number for getting assistance in power failure issue. He has his debilitated father kept on oxygen at home. He reached CGRF Secretary, who promptly did whatever it took to resolve the issue in no time, by contacting the concerned AEML team, which provided quick assistance in solving the problem. CGRF & AEML team not only received an appreciation input but also heartwarming blessings from the consumer. CGRF and AEML team thus won the heart of its valuable consumer by offering quick help and immediate support for resolution of consumer complaint. The snapshot of the email dated 18/05/2021 from the consumer is provided below:



3. Complainants Mr. Yogesh Patankar / Ms. Vrunali Khadape first approached CGRF through Portal for issue of 'mini pillar current flowing issue'. Upon receiving complaint, CGRF Secretary contacted the concerned AEML team which took prompt action and eliminated the troubles in execution of work at site. The Consumer thanked the CGRF and the AEML team who assisted in settling the issue at site. The snapshot of the email dated 26/05/2021 from the consumer is provided below:



4. A Consumer Meer Shafi when approached CGRF over phone & later through e-mail, Secretary CGRF helped the complainant / consumer to enlist/ register her case on CGRF portal by getting her dispersed records/supporting documents at one place as per process. This required lot of time investment, yet the circumstance was dealt with by the Secretary quietly which the consumer/complainant appreciated. The snapshot of the email dated 09/08/2021 from the consumer is provided below:



5. Consumer/ complainant Sayed Khalid approached CGRF in person when the condition was challenging in Mumbai city due to surge of Covid positive cases. Despite the same, CGRF assisted the consumer who came all long for resolution of his billing issue. Consumer/complainant was so glad for experiencing warm help in tough circumstances. The snapshot of the email dated 01/0/2021 from the consumer is provided below:

Re: Grievance Filed in CGRF - Rubina Sayed (Mercy George) Sr No. CGRF01015/2022

 sayed khalid <khalid_sayed@yahoo.com>
To: SONALI PARULEKAR

  Reply  Reply All  Forward 

Tue 01/02/2022 15:27

 You replied to this message on 01/02/2022 16:02.

CAUTION: This mail has originated from outside Adani. Please exercise caution with links and attachments.

Hi Sonali mam,

I wanted to take the time to thank you, Sonali mam and your colleague Shashikant for helping me in getting the ticket logged even when it was bit challenging.

You have a 'can do' attitude, and I appreciate the fact that you take your customers seriously.

I am incredibly pleased with the quality of customer service provided to me. Good going!!

Thankyou again..much appreciated.


Hope this gets resolved soon.






Thanks n regards,

Khalid
8452979884


6. Consumer Mr.Vijay Sharma approached directly to CGRF for getting guidance for complaint of New connection. His matter was settled with ICRS team and satisfied by resolution provided to him, he sent thanking e-mail to Forum for resolution of his issue. The snapshot of the email dated 26/08/2021 from the consumer is provided below:

Feedback regarding sucessfull light meter connection

 Vijay Sharma <sharmavijay9946@gmail.com>
To: SONALI PARULEKAR

 Reply  Reply All  Forward  

Thu 26/08/2021 17:06

 You forwarded this message on 27/08/2021 11:00.

CAUTION: This mail has originated from outside Adani. Please exercise caution with links and attachments.

Dear Ma'am,

My self Vijay Sharma I'm thankful of your consumer grievance redressal forum for your service regarding my light meter connection.

I'm thankful of your team for solving my issue with successful light meter connection, since I was facing some issues back for light meter connection

Ma'am you have really done a great thing for me and I'm thankful for that.

Thanks alot.

Reports

Quarterly reports as required under the said Regulation are being timely submitted to the Hon'ble Commission and Office of the Electricity Ombudsman as under:-

CGRF

- Quarter-1: April-2021 to June-2021 report submitted on 05/07/2021.
- Quarter-2: July-2021 to September-2021 report submitted on 12/10/2021.
- Quarter-3: October-2021 to December-2021 report submitted on 04/01/2022.

- Quarter-4: January-2022 to March-2022 report submitted on 04/04/2022

ICRS

- Quarter-1: April-2021 to June-2021 report submitted on 21/07/2021.
- Quarter-2: July-2021 to September-2021 report submitted on 30/10/2021.
- Quarter-3: October-2021 to December-2021 report submitted on 15/01/2022.
- Quarter-4: January-2022 to March-2022 report submitted on 15/04/2022

These reports are uploaded on web-portal as well and can be viewed at :
(<https://cgrf.adanielectricity.com/reports>)

The Secretary of the Forum has also provided the information to Office of Hon'ble Commission as and when sought from time to time as under –

- Furnished quarterly CGRF updated Status Reports having CGRF Details including vacancies of members etc.
- Independent Member's Joining Report

Challenges

- The main challenges faced by Forum was to reach out to consumers for educating them on provisions of new Regulations due to COVID-19.
- It is observed that consumers are apprehensive about representing their own case. Many of them try to represent through Licensed Electrical Contractors. Forum has to convince such consumers for their personal appearance.
