

Date: 20.07.2021

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

ICRS : Mumbai

I. ICRS- Summary of greivances redressal during the quarterly report period from April 2021 to June 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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed		Total No. of grievances redressed during the period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 the period
					Within Time	Beyond Time		
A	B	C=(A+B)	D	E=(C-D)	F	G	H=(F+G)	I=(E-H)
0	19	19	2	17	17	0	17	0

III. Case-wise reasons for delay in disposal with respect to specified time
No Delay in redressal

II. Complaint Nature Wise Summary

Nature of Complaints- Prioritized	Filed in Qtr (Nos)	Total Grievances Actionable (Nos)	Redressed (Nos)	Pending at the end of this Qtr (Nos)
New Connection	0	0	0	0
Reconnection / Disconnection	3	2	2	0
No Supply	0	0	0	0
Billing	10	9	9	0
Other types (Not included in above categories)	6	6	6	0
Total	19	17	17	0

IV. Consumer Feedback

Total Feedback Received (Nos.)	Needs Improvement (%)	Satisfactory & Above (%)
3	0	100

Feedback Summary Sheet is attached.

Sr.No.	CA No	Consumer Name	Complaint Track No.	Complaint Description	Category	Redressed within Time Specified	Consumer Feedback Words Extract
1	150695677	Vrunali Khadpe	TRACK00016/15052021	Consumer observed shock in Mini Pillar near her home and want solution to stop the same.	Others	YES	<i>We really appreciate by your work as we have raised complaint just before a week ago and you have take it and done it on priority.The staff is very productive very helpful even Sonali madam is so responsive if there is any difficulty that has came accross at the time of work. Special thanks to Sonali madam and Ramesh Padtare (Junior Eng) and Ganesh Ragoni (LT Jointer) to support us and to be with us until the work gets done.Our sincere request to kindly close the complaint from your end., Complaint no is TRACK00016/15052021.</i>
2	101590423	Vishwakarma Avadhu	TRACK00023/26052021	Re-installation of meter which was removed in the previous year.	Reconnection of meter	YES	<i>Thanks for your mail I have understood the process for new connection as you have explained. I'll do the needful at the earliest thanks for concern.</i>
3	101954450	H.N.patel	TRACK00030/09062021	High Consumption	Billing	YES	<i>We are very thankful for help and assistance you provided. Kindly let us know when the meter will be changed. I have written to" helpdesk" that my complaint has been resolved. Forwarding the mail for your reference. Thanking you again and look forward to hearing from you wrt to meter reading. We wish you well and do take care and be safe.</i>