

Date: 20/10/2021

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

ICRS : Mumbai

I. ICRS- Summary of grievances redressal during the quarterly report period from 1st July 2021 to 30th September 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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed*		Total No. of grievances redressed during the period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	5	5	0	5	1	0	1	4

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	0	0	0	0
No Supply	3	3	1	2
Billing	1	1	0	1
Other types (not included in above)	1	1	0	1
Total	5	5	1	4

IV. Consumer Feedback

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

Note : No Consumer Feedback is received.