

THE FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

ADANI ELECTRICITY MUMBAI LIMITED (AEML)

Devidas Lane, Off. S.V.Road, Near Devidas Lane Telephone Exchange, Borivali (West), Mumbai – 400103.

E-mail : consumerforum.mumbaielectricity@adani.com

Website : www.cgrf.adanielectricity.com / www.adanielectricity.com Tel.No.:022-50745004

Ref: 004/Q-4 Report – Jan'2022 to Mar'2022 / 2022-23

15th April'2022

To,
Dy. Director-Admin
Maharashtra Electricity Regulatory Commission.
13th Floor, Centre No. 1,
World Trade Centre,
Cuffe Parade, Colaba,
Mumbai 400 005.

Sir,


Sub: ICRS 4th Quarter Report: Period – 1st January '2022 to 31st March'2022.

Please find enclosed herewith the 4th Quarter Report of the escalated Complaints/Grievances handled in Internal Complaint Redressal System (ICRS) during the period from 1st January'2022 to 31st March'2022 submitted by AEML. The Report consists of Consumer's Feedback Summary and Reasons for delay in redressal of complaints.

Kindly acknowledge receipt.

Thanking you,

Yours faithfully,


Secretary,
Forum for Redressal of Consumer Grievance(AEML)

Encl: As above.

Date: 15/04/2022

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

ICRS : Mumbai

I. ICRS- Summary of grievances redressal during the quarterly report period from Jan 2022 to Mar 2022

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No of grievances received during the period	Total No of grievances during the period	No of grievances not admitted or withdrawn during the period	Total No of grievances actionable during the period	b. No. of grievances redressed*		Total No of grievances redressed during the period	Total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-I)
1	69	70	0	70	66	4	70	0

IV. Case-wise reasons for delay in disposal with respect to specified time
Attached Separate Sheet

III. 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	4	4	4	0
No Supply	13	13	13	0
Billing	26	26	26	0
Consumer Grievances included in above	27	27	27	0
Total	70	70	70	0

* For filed cases, the Total count shall be as per the Nos shown at E9 above (i.e.Total No. of grievances actionable during the period)

V. Consumer Feedback		
Total Feedback Received (Nos.)	Needs Improvement (%)	Satisfactory & Above (%)
2	0%	100%

Feedback Summary Sheet is attached

Reasons for grievances redressal delay beyond stipulated time- attached in separate sheet

Reasons for delayed response

Serial Number	Contract Acct	Consumers Name	Division	Complaint Type	Reasons for delayed response
1	151945652	SAAHIL DESAI	Vandre	Billing	Consumers complaint was regarding high consumption. Site visit was initiated and during site visit consumers meter found OK, accordingly letter has been sent to consumer. Due to delayed site visit complaint closure got delayed.
2	153129806	JITENDRA PARIKH	Vandre	Billing	Consumers query was regarding wrong reading. Site visit was initiated and accordingly consumer was explained along with site findings and after ensuring consumer satisfaction the complaint was closed, during this time the complaint closure got delayed while ensuring appropriate closure.
3	152897288	ANANTHAKRISHNAN RAMANATHAN	Powai	Others	Consumer's query was related to payment. We tried to contact consumer to understand the exact details of complaint however consumer was not reachable though repeated attempts were made. Hence closure of order got delayed.
4	151045552	PRAKASHCHANDRA JAIN	Borivali	Billing	Consumers query was regarding wrong reading. Site visit was initiated and accordingly consumer was explained along with site findings and after ensuring consumer satisfaction the complaint was closed, during this time the complaint closure got delayed.

Consumer Feedback Summary

Serial Number	Contract Acct	Consumers Name	Division	Complaint Type	Consumers Feedback (Rating)	Date Of Feedback
1	152975087	MINOO SANGHVI	Vandre	Billing	Very Good	24.02.2022
2	151055426	SURENDRA PATEL	Chembur	Billing	Good	15.02.2022