

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 400 103.

Website: www.cgrf.adanielectricity.com / www.adanielectricity.com
Email: consumerforum.mumbaielectricity@adani.com
Phone: 022-50745004

CGRF Complaint Case No. CGRF01015/2022 Date: 17/01/2022

Rubina Khalid Sayed, 4/11, Yellappa Chawl, Kurla-Andheri Road, Jarimari, Kurla (West),
Mumbai-400072.

C.A.No. 151577216 Residential, East Division

Rubina Khalid Sayed Applicant /Complainant

Adani Electricity Mumbai Ltd. (AEML) Respondent (Utility)

Date of Hearing conducted online: 04/03/2022

Coram:

1. Mr. D. W. Deshpande (Retd. District Judge), Chairperson, CGRF
2. Ms. Sharmila Ranade, Member (Independent-CPO), CGRF
3. Mr. Ashish Khedkar, Vice President (Adani Electricity Mumbai Ltd.) – Member, CGRF

On behalf of Applicant/Complainant

1. Mr. Khalid Sayed (Representative & Husband of Applicant / Complainant)

On behalf of Respondent [Adani Electricity Mumbai Ltd.(AEML)]

1. Mr.Mritunjay Jha, (Dy.General Manager) Nodal Officer, AEML
2. Ms.Vanita Hammand (Dy.General Manager), AEML

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Adani Electricity 'AEML

Order dated 05/03/2022

The Applicant/Complainant filed the grievance, related to high billing during August'2021 related C.A. No 151577216. This Forum heard the arguments of representative of Applicant/Complainant and also the Nodal Officer Mr.Mritunjay Jha and representative of the Utility/Respondent on behalf of AEML on 23/02/2022. This Forum was of a view to explore the possibility of settlement looking to the nature of dispute and accordingly both the parties were told to explore the possibility of settlement of the grievance matter. This Forum was also of a view to apprise again the bill in dispute to the representative of the Applicant/Complainant. The representative of the Utility/Respondent agreed to the suggestion given by the Forum.

In pursuance of this, a meeting was held between both the parties and accordingly, the consent terms were drawn on 03/03/2022 and submitted to this Forum on 04/03/2022.

Today, during the online hearing, this Forum verified the consent terms from the representative of the Applicant/Complainant. Mr.Khalid Sayed, representative of the consumer, admitted the consent terms to be true and correct.

As per consent terms, the bill amount Rs.58,778/- revised and re-calculated to Rs.36,122/-. The Applicant/Complainant to make the part payment of Rs.10,122/- as per consent terms and Rs.26,000/- in equal installments of 10 months. The process of reconnection of electricity supply be initiated after the payment is reflected in the system of AEML(Utility).

Accordingly, the consent terms are read and recorded as the matter is settled between the parties and as the consent terms are filed, the Applicant/Complainant wants to withdraw the grievance filed before this forum.

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In view of the consent terms, the matter is settled between the parties and as such the grievance stands disposed of as withdrawn. Both the parties to act as per the consent terms.

ORDER

1. The grievance stands disposed of as withdrawn.
2. No order as to cost.
- 3.. Proceedings closed.

Dated : 05/03/2022
Place : Mumbai

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Sd/-

D. W. Deshpande (Retd. District Judge)
Chairperson - CGRF

Sd/-

Sharmila S. Ranade
Member (Independent-CPO) - CGRF

Sd/-

Ashish Khedkar
Member - CGRF