

1. How to address grievance at the Consumer Grievance Redressal Forum (CGRF)?

- Objective -AEML as a Distribution Licensee has established Forum in accordance with MERC (CGRF & EO) Regulations,2020 with the objectives to protect interest of consumers, to aware consumers of their rights, to accelerate grievance redressal process, ensuring of remedial mechanism to consumers in the event of failure or delay in redressal of complaints on the part of Distribution Licensee.
- Assistance by Forum - Consumer may approach CGRF in the event of non-admission of grievance/ unsatisfactorily resolved grievance/grievance closure without consumer's consent/direct/or non-redressal of grievance within resolution time by complaint resolution handling system (ICRS) of Distribution Licensee.
- Consumers may submit their grievances through e-mail / in person / web-portal / by post to CGRF. In accordance with MERC (CGRF & EO) Regulations,2020, AEML consumer may file complaints through web-enabled CGRF system for complaint registration , which the consumers can access anywhere anytime.
- The Web enabled CGRF module will work as a consumer-friendly complaint registration and tracking system that will function over the Internet. Consumers can register their grievances and can then track progress of its redressal in a structured manner.
- Grievance be submitted by consumer in Schedule A form with undertaking forms and documents supporting to the grievance.
- Form Schedule A with undertaking is available on portal in easy to fill/download/upload format.
- Consumer needs to make numbering on each page submitted as grievance and submit as one document. (Grievance consists of Schedule A / undertaking form and other supporting documents /previous case history etc. with all pages numbered). This is for the purpose for ease of referring pages of documents during hearing.
- Offline grievances, after scrutiny, will also get registered on web-portal.
- Consumer can login their complaint on web-portal by duly filled necessary information and prescribed Schedule A form with undertaking and track their complaint status through tracking number.
- Complaint submitted will get scrutinized/required suggestions will be intimated to consumer by re-submission of grievance, if any.
- CASE No will generate for approved complaints.
- As per timelines, Nodal Reply will be submitted by Nodal Officer on portal and consumer, if wishes, will file the rejoinder.
- Then, Hearing will be scheduled. Minutes / Order will be uploaded on portal.
- Thus, grievance process will get a closure.
- Required intimations will also be sent to consumers through any electronic mode.
- As per Clause #10 of MERC (CGRF & EO) Regulations,2020 Forum Order can be reviewed.

- Copy of MERC (CGRF & EO) Regulations,2020 has been uploaded on CGRF portal in English and Marathi. Consumer may file their complaints in forum through complaint escalation matrix of my account section of adanielectricity.com. OR adanielectricity.com/complaint-registration. For other information of CGRF : Adanielectricity.com→Regulatory→Important Links→Adani Electricity CGRF (the link will redirect to -> cgrf.adanielectricity.com→Regulations) **OR** cgrf.adanielectricity.com

Complaint Types & Redressal Time

<u>Complaint Categorization</u>	<u>Redressal Time</u>
1. New Connection	15 Working Days
2. No Supply	15 Working Days
3. Disconnection/Reconnection of supply	15 Working Days
4. Billing related	60 Working Days
5. Other types	60 Working

<u>Nodal Reply Submission</u>	<u>Redressal Time</u>
1. New Connection	05 Working Days
2. No Supply	05 Working Days
3. Disconnection/Reconnection of supply	05 Working Days
4. Billing related	15 Working Days+7Days Extn.
5. Other types	15 Working Days+7 Days Extn.

- Forum shall not admit any grievance unless it is filed within two (2) years from the date on which the cause of action has arisen.
- If the Forum is prima facie of the view that any grievance referred to it falls within the purview of any of the following provisions of the Act, the same shall be excluded from the jurisdiction of the 'Forum' :
 - Cases where proceedings w.r.t. same matter & between same Complainant & Licensee are pending before any court / tribunal / authority etc OR final order has already been passed by such authorities
 - Cases, which fall under Sections 126, 127, 135 to 139, 152, and 161 of the Electricity Act;
 - Recovery of arrears where the bill amount is not disputed.
 - Grievances which are Malafide/vexatious / Frivolous/ without sufficient cause/no prima facie loss-damage-inconvenience caused to consumer/s.
- **Forum Contact :**
 Consumer Grievance Redressal Forum
 Adani Electricity Mumbai Limited
 Devidas Lane, Off.S.V.P. Road, Near Devidas Telephone Exchange,
 Borivali (West), Mumbai 400103.Tel No.: 022-50745004
 CGRF Office Time: 10.30 a.m. to 4.30 p.m.

Non-Working Days: All Sundays, Selective Bank Holidays, 2nd & 4th Saturdays,
National Holidays

E-mail : Consumerforum.mumbaielectricity@adani.com

CGRF Website: cgrf.adanielectricity.com (For Details)

AEML website: adanielectricity.com (Also For complaint login thro' ICRS & CGRF)

2. How to address grievance to the Electricity Ombudsman?

Regulation 19 provides the detailed procedure about filing grievance before it.

Any Complainant, who is aggrieved by the non-redressal of his Grievance by the Forum, may, either directly or through his duly authorised representative, make a representation for redressal of his Grievance to the Electricity Ombudsman within sixty (60) days from the date of the Order of the Forum.

The representation to be made before the Electricity Ombudsman shall be in writing in the form specified and set out in **Schedule B** of these Regulations and duly signed by the consumer and shall state/provide clearly the information required thereunder including (i) the name and address of the consumer; (ii) the facts giving rise to the representation supported by documents, if any, that are desired to be relied upon by the consumer, and (iii) the relief sought from the Electricity Ombudsman

Schedule B Form is attached in this Booklet.

Electricity Ombudsman office address:

606, Keshva Building, 6th Floor, Bandra Kurla Complex,(BKC), Bandra (East), Mumbai – 400 051, Maharashtra State ; Email ID : electricityombudsmanmumbai@gmail.com
Phone no :022 49691092

3. Other Provisions / Act / Regulations:

- Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2020
- MERC (Electricity Supply Code and Standards of Performance of Distribution Licensees including Power Quality) Regulations, 2021.
- Electricity Act,2003.
- Additional Rules / Procedures etc. are timely updated on AEML website – www.adanielectricity.com
- **Schedule A form with undertaking is attached below.**

SCHEDULE A FORM

APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE

Date

1. NAME OF THE CONSUMER*

2. FULL ADDRESS OF THE
CONSUMER*

3. PINCODE

4. MOBILE NO.

EMAIL ID

5. PARTICULARS OF CONNECTION AND CONSUMER
NO (*Please state nature of connection*)

6. NAME OF DISTRIBUTION LICENSEE

7. DETAILS OF THE GRIEVANCE, FACTS GIVING RISE TO THE GRIEVANCE

(If space is not sufficient, please enclose separate sheet)

* **Type of Grievance :** (Non Supply / New Connection / Reconnection-
Disconnection / Billing / Others)

8. NATURE OF RELIEF SOUGHT FROM THE FORUM

(Please enclose any proof to support claim, if any)

9. LIST OF DOCUMENTS ENCLOSED

(Please enclose copies of any relevant documents which support the facts giving rise to the Grievance)

10. DECLARATION

(a) I/ We, the consumer/s herein declare that:

(i) the information furnished herein above is true and correct; and

(ii) I/ We have not concealed or misrepresented any fact stated hereinabove and the documents submitted herewith.

(b) The subject matter of the present Grievance has never been submitted to the Forum by me/ or by any one of us or by any of the parties concerned with the subject matter to the best of my/ our knowledge.

(c) The subject matter of my/ our Grievance has not been settled through the Forum in any previous proceedings.

- (d) The subject matter of my/ our Grievance has not been decided by any competent authority/court/ arbitrator and is not pending before any such authority/ court/ arbitrator.

Yours faithfully

(SIGNATURE OF CONSUMER)

(Consumer's Name in BLOCK LETTERS)

NOMINATION – (If the consumer wants to nominate his representative to appear and make submissions on his behalf before the Forum, the following declaration should be submitted.)

I/We the above named, hereby Nominate Shri /
Smt. _____

who is not an Advocate and whose address is

as my/our REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us. He / She has signed below in my presence.

ACCEPTED

(Signature of Representative)

(Signature of Consumer)

Request to submit below Undertaking / Declaration (duly filled) in the event that the representative of the applicant / complainant / consumer is appearing before the Forum to represent the Grievance submissions on behalf of applicant / complainant / consumer.

UNDERTAKING TO BE SUBMITTED ALONGWITH SCHEDULE A

UNDERTAKING /DECLARATION TO REPRESENT THE GRIEVANCE IN CGRF -AEML

I/We, _____ am/are consumer-s/ Applicant-s/Complainant-s hereby authorize Shri/Smt.

.....
.....

..... whose address & contact number is

.....
.....

..... as my/our REPRESENTATIVE in the proceedings to present the case before the Forum and as per Clause 8.10 of MERC (CGRF & EO) Regulations, 2020, I/We undertake & confirm that –

1. the above mentioned Representative is **not an Advocate** (within the meaning of Advocates Act,1961)
2. the above mentioned Representative is **not receiving any form of, direct or indirect, remuneration for appearing before the Forum** and he has filed a written declaration to that effect;
3. the above mentioned Representative is **competent to represent the present matter.**
4. the above mentioned Representative is **my friend / relative / business associate / neighbour** (tick suitable option).
5. any statement, acceptance or rejection made by him/her shall be binding on me/us.

He/She has signed below in my presence.

ACCEPTED

(Signature of Consumer/Applicant/Complainant)

(Signature of Representative)

Date :

Place :

Schedule B

REPRESENTATION BEFORE ELECTRICITY OMBUDSMAN

No. _____ of year _____

Date _____

(TO BE FILLED UP BY OFFICE)

To

The Electricity Ombudsman (Address)

Dear Sir,

SUB: please make a mention of the order of the Forum from which a representation to the Electricity Ombudsman is being made

Details of the Grievance are as under:

1. NAME OF THE CONSUMER _____

2. FULL ADDRESS OF THE CONSUMER _____

PIN CODE _____

PHONE/MOBILE NO. FAX NO _____

EMAIL ID _____

3. NAME AND FULL ADDRESS OF THE DISTRIBUTION LICENSEE, PIN CODE, PHONE NO. / FAX

NO. _____

4. NAME AND FULL ADDRESS OF THE FORUM, PIN CODE, PHONE NO. / FAX

NO. _____

5. PARTICULARS OF CONNECTION AND CONSUMER NO.

(Please state nature of connection)

6. DATE OF SUBMISSION OF GRIEVANCE BY THE CONSUMER TO THE FORUM

(Please enclose three copies of the Grievance)

7. SUBJECT MATTER OF THE REPRESENTATION _____

7. SUBJECT MATTER OF THE REPRESENTATION _____

8. DETAILS OF THE REPRESENTATION, FACTS GIVING RISE TO THE REPRESENTATION

(If space is not sufficient, please enclose separate sheet)

9. Whether the consumer has received the final decision of the Forum?

(If yes, please enclose one copy of the Forum's order conveying its final decision) 10 NATURE OF

10. RELIEF SOUGHT FROM THE ELECTRICITY OMBUDSMAN

(Please enclose three copies of documentary proof, if any, in support of your claim)

11. NATURE AND EXTENT OF MONETARY LOSS, IF ANY, CLAIMED BY THE CONSUMER (IF ANY) BY WAY OF COMPENSATION Rs _____

(Please enclose documentary proof, if any, to show that such loss is actual loss caused as a direct consequence of alleged act, omission or commission of the Distribution Licensee)

12. LIST OF DOCUMENTS ENCLOSED

(Please enclose three copies of all the documents which support the facts giving rise to the Representation)

13. DECLARATION

(a) I/ We, the consumer /s herein declare that:

(i) the information furnished herein above is true and correct; and

(ii) I/ We have not concealed or misrepresented any fact stated in hereinabove and the documents submitted herewith.

(b) The subject matter of my / our representation has never been brought before the Office of the Electricity Ombudsman by me/ or by any one of us or by any of the parties concerned with the subject matter to the best of my/ our knowledge.

(c) The subject matter of my / our representation has not been settled through the Office of the Electricity Ombudsman in any previous proceedings.

(d) The subject matter of the present representation has not been decided by any competent authority/court/arbitrator, and is not pending before any such authority / court / arbitrator.

Yours faithfully

(Signature)

(Consumer's name in block letters)

NOMINATION – (If the consumer wants to nominate his representative to appear and make submissions on his behalf before the Electricity Ombudsman or to the Office of the Electricity Ombudsman, the following declaration should be submitted.)

I/We the above named consumer hereby nominate Shri/Smt....., who is not an Advocate and whose address is

.....as my/our

REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him/her shall be binding on me/us. He/She has signed below in my presence.

ACCEPTED

(Signature of Representative)

(Signature of Consumer)