



**Consumer Complaint/Grievance Handling Matrix  
Steps of filing complaint/grievance at ICRS & CGRF**

**A] For Registration of Consumer Complaint:**

1. Visit: [www.adanielectricity.com](http://www.adanielectricity.com)
2. Select "Register your complaints" (For First Complaint Registration)
3. Login with existing details/ Sign up
4. File complaint: Choose complaint category, Sub-category, Input complaint description, agree to receive notifications and Submit application
5. Track status of lodged complaints in 'Check Complaint Status'.
6. Consumer will get the link to escalate complaint to Level 1

**(Consumer can go to Level 1, i.e. ICRS (Internal Complaint Redressal System only when First complaint in Closed/Completed).**

**B] After ICRS ->Escalation to Consumer Grievance Redressal Forum (CGRF) i.e Level 2 through Web Portal can be done after closure of ICRS complaint, in the event of:**

- (a) Complaint is closed at ICRS without consent of consumer **OR**
- (b) Consumer is not satisfied with the resolution provided **OR**
- (c) After expiry of resolution time at ICRS.

Consumer to download/ fill up-sign / upload online web portal **Schedule A form / Undertaking with supporting documents** numbering each page for escalating complaint at CGRF OR may also directly approach to CGRF Office for assistance in online registration of grievance in CGRF.

**Complaint Types & Redressal Timeline at CGRF**

- (i) Grievance Redressal Time for grievances under category of No Supply, New Connection, Disconnection-Reconnection of supply: 15 Working Days
- (ii) Grievance Redressal Time for grievances under category of Billing, Meter related & Other Issues: 60 Working Days

**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 4.00 p.m.

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

**E-mail:** [Consumerforum.mumbai@adani.com](mailto:Consumerforum.mumbai@adani.com)

**CGRF Website:** [cgrf.adanielectricity.com](http://cgrf.adanielectricity.com) (Only for Details & Information)

**AEML website:** [adanielectricity.com](http://adanielectricity.com) (Also for Complaint login thro' ICRS & CGRF)

**Escalation to Electricity Ombudsman:**

Any Complainant, who is aggrieved by the non-redressal of his Grievance by the Forum, may, either directly or through his duly authorized 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.

**Electricity Ombudsman Office Address:**

107,108 Arcadia, NCPA Marg, Nariman Point, Mumbai 400021. **/Ph.No. 02249691092.**

**Email:** [electricityombudsmanmumbai@gmail.com](mailto:electricityombudsmanmumbai@gmail.com) / **Website:** [www.mercombudsman.org.in](http://www.mercombudsman.org.in).



## Adani Electricity Mumbai Limited

### 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.

### CGRF Grievance Handling Procedure:

- The Consumer / Complainant may approach the Forum, if the complaint is closed on the web-based portal without the consent or satisfaction of the Complainant or after expiry of 3 days (for complaints related to non-supply, connection, re-connection or disconnection of supply) or 15 days (for all other complaints) from the date of registration of complaint, whichever is earlier. Complainant may submit his/her unresolved grievance at Forum directly along with Schedule A form duly signed & supporting documents even if it is not registered on webportal.
- The Web enabled CGRF module works as a consumer-friendly complaint registration and tracking system that will function over the internet. Consumer 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.
- Schedule A Form with Undertaking is available on Web Portal in easy to fill /download / upload format. The same is also available in this booklet.

- 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.
- Consumers can login their grievance on web-based portal by duly filled necessary information and prescribed Schedule A form with undertaking. Grievances submitted through portal will have an auto generated tracking number and consumer may track their complaint/s status through tracking number.
- Grievance submitted will get scrutinized/required suggestions will be intimated to consumer for re-submission of grievance, if any.
- Grievances received with required and complete information will be registered in CGRF and CASE Number will get generated.
- As per timelines, Nodal Reply will be submitted by Nodal Officer on portal and consumer, if wishes, will file the written rejoinder.
- Then, Hearing will be scheduled. CGRF (certified) Minutes copy / Order copy will be uploaded on portal and communicated to the consumer vide e-mail or in hard copy.
- Thus, grievance process will get a closure.

Form Schedule A with undertaking is available on portal in easy to fill/download/upload format.

Required intimations in process 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 [www.adanielectricity.com](http://www.adanielectricity.com). OR [www.adanielectricity.com/complaint-registration](http://www.adanielectricity.com/complaint-registration).

**For other information of CGRF:**

[www.adanielectricity.com](http://www.adanielectricity.com) --> Regulatory --> Important Links / Adani Electricity CGRF (the link will redirect to: [www.cgrf.adanielectricity.com/Regulations](http://www.cgrf.adanielectricity.com/Regulations))

**OR** browse: [www.cgrf.adanielectricity.com](http://www.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 Days

  

<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 4.00 p.m.

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

**E-mail:** [Consumerforum.mumbaielectricity@adani.com](mailto:Consumerforum.mumbaielectricity@adani.com)

**CGRF Website:** [cgrf.adanielectricity.com](http://cgrf.adanielectricity.com) (Only for Details & Information)

**AEML website:** [adanielectricity.com](http://adanielectricity.com) (Also for Complaint login thro' ICRS & CGRF)

## **2. How to submit the representation 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 authorized 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:**

107,108 Arcadia, NCPA Marg, Nariman Point, Mumbai 400021., Maharashtra State ;  
Phone no :022 49691092 Email ID : [electricityombudsmanmumbai@gmail.com](mailto:electricityombudsmanmumbai@gmail.com)

---

### **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](http://www.adanielectricity.com)

- **Schedule A form with undertaking is attached below.**

Adani Electricity Mumbai Ltd. (AEML)

**SCHEDULE A FORM****APPLICATION TO FORUM FOR REDRESSAL OF GRIEVANCE**

Date :

1. NAME OF THE **CONSUMER / APPLICANT**  
**/ COMPLAINANT \***

2. FULL ADDRESS OF THE CONSUMER / APPLICANT / COMPLAINANT\*

3. PINCODE\*

4. MOBILE NO./ FAX .NO.\*

5. EMAIL ID

6. PARTICULARS OF CONNECTION AND **CONTRACT ACCOUNT NO\****Please state the nature of connection: **Residential / Commercial / Industrial***

7. NAME OF DISTRIBUTION LICENSEE:

8. DETAILS OF THE GRIEVANCE, FACTS GIVING RISE TO THE GRIEVANCE \*

a. *(If space is not sufficient, please enclose separate sheet)*9. TYPES OF GRIEVANCE\*: (**No Supply / New Connection / Reconnection - Disconnection / Billing / Others**)

**10. NATURE OF RELIEF SOUGHT FROM THE FORUM \*:**

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

**11. LIST OF DOCUMENTS ENCLOSED :**

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

**12. 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/ APPLICANT/ COMPLAINANT)

\_\_\_\_\_  
(Consumer's Name in BLOCK LETTERS)

**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.**

**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 Consumer/Applicant/Complainant)

(Signature of Representative)

Date:

Place:





## UNDERTAKING TO BE SUBMITTED ALONGWITH SCHEDULE A

### UNDERTAKING /DECLARATION TO REPRESENT THE GRIEVANCE IN CGRF -AEML

I/We, \_\_\_\_\_ 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 matter.**
4. the above-mentioned Representative is **my friend / relative / business associate / neighbor.**  
**(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. / FAXNO. \_\_\_\_\_

4. NAME AND FULL ADDRESS OF THE FORUM, PIN CODE, PHONE NO. / FAXNO. \_\_\_\_\_

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 \_\_\_\_\_

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? YES/NO

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

10. NATURE OF 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) BYWAY 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)