

**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 the First complaint is 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.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)

**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).