

Date:03/01/2023

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

Name of CGRF : Mumbai

Report submission to Hon'ble MERC

I. Summary of grievances redressed during the quarterly report period from 1st October 2022 to 31st December 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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	I-b. No. of grievances redressed*				Total No. of grievances redressed during the period	Total No. of grievances pending at end of the period	No. of decisions in favour of Consumer	No. of decisions in favour of Licensee	No. of orders requiring compliance report by licensee	No. of orders providing payments of compensation by Licensee to Complainant	Status of compliance by Licensee (No. of Orders)		
					Within 15 working days*	Beyond 15 working days*	Within 60 days**	Beyond 60 days**							Reports received within period as per order	Reports received beyond specified period in the order	Not Complied
A	B	C=(A+B)	D	E=(C-D)	F	G	H	I	J=(F+G-H+I)	K=(E-J)	L	M=(J-L)	N	O	P	Q	R
2	8	10	2	8	2	0	1	1	5	3	0	5	0	0	0	0	0
*	**		***						****								

*For Grievance related to non-supply, connection, re-connection or disconnection of supply
**for all other Grievances (Except * above)

I-a. Consumer category-wise distribution of complaints				I-c. Consumer category-wise compensation awarded			I-d. Case-wise reasons for delay in disposal with respect to specified time	I-e. Number of sittings in each area	III. No. of Grievances pending for more than two months
Category of Grievance	Filed (Nos) A8+B8	Redressed (Nos) D8+J8	Pending (Nos) K8	Category of Grievance	No of Cases Redressed	Amount compensation awarded in Rs.	Grievances shown as pending more than 2 months in Q-2 are resolved in this Quarter. The reasons for delay in passing orders are captured in relevant case Orders and the same were intimated to Hon'ble MERC & EO on 12/11/2022 vide e-mail, copy of which is attached herewith.	7	NIL
Residential	9	7	2	Residential	0	0			
Commercial	1	0	1	Commercial	0	0			
Agricultural	0	0	0	Agricultural	0	0			
Industrial	0	0	0	Industrial	0	0			
Others	0	0	0	Others	0	0			
Total	10	7	3	Total	0	0			

I-f. Vacancies and duration of vacancies			
	Chairperson	Member (CPO)	Member (Licensee)
Vacancy	YES	NO	NO
If yes, Duration (Vacancy arising from the date)	01/12/2022	N.A.	N.A.

II. Nature of Grievances redressed	
Nature of Complaint	Filed (Nos) A8 + B8 / Redressed (Nos) D8+J8 / Pending (Nos) K8
Billing related	2 / 1 / 1
Meter Fault	0 / 0 / 0
Technical	0 / 0 / 0
New Connection	2 / 2 / 0
Quality of Supply	0 / 0 / 0
Service Related	0 / 0 / 0
Others	6 / 4 / 2
Total	10 / 7 / 3

g. Number of Orders appealed against	
	4

h. Number of Orders set aside by the Electricity Ombudsman	
	0 #

i. Number of Cases where compliance of Order has been recorded;	
	0 #

J. Details of Consumer advocacy workshops conducted by the Forum	
	03 workshops were conducted in CGRF office with consumers and their representatives. Consumers were made aware regarding the CGRF process in accordance with MERC/CGRF AEO. Regulations, 2020 & procedure for filing grievances. Consumers were guided and aided in uploading the grievances on integrated portal. Photos are uploaded on https://cgrf.adanielectricity.com/miscellaneous

k. Details of New local initiatives	
	a). Electricity Consumer Rights Statements were sent to consumers on their e-mails/b) Energy Saving Tips sent thru E-mails to consumers. Both in Total - 450 count of emails.

For 'h' & 'i' Status shown as '0' w.r.t. --> : A] 04 cases appealed in EO and intimation of representations received in this Q-3 of 2022-23.

B] 01 Order (Chandrasingh Bohra) passed in Nov'22 (i.e. Qtr-3 of 2022-23) and upheld.

C] 01 Regarding Grievance of Complainant (Roshan Kevadia) had approached Forum before cause of action had arisen and hence, Forum Order was passed in Q-2 of 2022-23 for non-admissibility and non-maintainability. Later, Complainant had directly approached to Hon'ble EO Office after cause of action had arisen without appealing to Forum. Hon'ble EO Order is awaited until this Q-3 report is submitted to Hon'ble MERC.

D] 02 representations are pending with Hon'ble MERC as recently admitted.

E] To sum up above 'h' & 'i' : 03 representations at Hon'ble EO Office are awaiting for disposal and hence, pending.

Secretary : Ms.Sonali Parulekar
CGRF-AEML,Mumbai.