

**THE 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 – 400103.

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Ref: 003/Q-3 Report – Oct'2021 to Dec'2021 / 2021-22

15<sup>th</sup> January'2022

To,  
Dy. Director-Admin  
Maharashtra Electricity Regulatory Commission.  
13<sup>th</sup> Floor, Centre No. 1,  
World Trade Centre,  
Cuffe Parade, Colaba,  
Mumbai 400 005.

Sir,

**Sub: ICRS 3<sup>rd</sup> Quarter Report: Period – 1<sup>st</sup> October '2021 to 31<sup>st</sup> December'2021.**

Please find enclosed herewith the 3<sup>rd</sup> Quarter Report of the escalated Complaints/Grievances handled in Internal Complaint Redressal System (ICRS) during the period from 1<sup>st</sup> October'2021 to 31<sup>st</sup> December'2021 submitted by AEML. The Report consists of Consumer's Feedback Summary and Reasons for delay in redressal of complaints.

Kindly acknowledge receipt.

Thanking you,

Yours faithfully,

*sonali*

Secretary,  
Forum for Redressal of Consumer Grievance(AEML)

Encl: As above.

Date: 15/01/2022

Internal Complaint Redressal System (ICRS)

Distribution Licensee - Adani Electricity Mumbai Ltd. (AEML)

ICRS-Mumbai

I. ICRS- Summary of grievances redressal during the quarterly report period from 1st October' 2021 to 31st December' 2021

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of grievances received during the period	Total No. of grievances during the period	No. of grievances not admitted or withdrawn during the period	Total No. of grievances actionable during the period	b. No. of grievances redressed		Total No. of grievances redressed during the period	Total No. of grievances pending at end the period
					Within Time	Beyond Time		
A	B	C=(A+B)	D	E=(C-D)	F	G	H=(F+G)	I=(E-H)
4	67	71	0	71	63	7	70	1

IV . Case-wise reasons for delay in disposal with respect to specified time
Attached Separate Sheet

III. Complaint Nature Wise Summary

Nature of Complaints- Prioritized	*Filed in Qtr (Nos)	Total Grievances Actionable (Nos)	Redressed (Nos)	Pending at the end of this Qtr (Nos)
New Connection	0	0	0	0
Reconnection / Disconnection	0	0	0	0
No Supply	9	9	9	0
Billing	30	30	29	1
Other types ( Not included in above categories)	32	32	32	0
<b>Total</b>	71	71	70	1

\* For filed cases, the 'Total' count shall be as per the Nos shown at E9 above (i.e.Total No. of grievances actionable during the period)

V. Consumer Feedback

Total Feedback Received (Nos.)	Needs Improvement (%)	Satisfactory & Above (%)
4	0	100

Feedback Summary Sheet is attached.

Reasons for grievances redressal delay beyond stipulated time- attached in separate sheet

**ICRS- Consumer Feedback Summary ( 01/10/2021-31/12/2021)**

<b>Serial Number</b>	<b>Contract Acct</b>	<b>Consumers Name</b>	<b>Division</b>	<b>Complaint Type</b>	<b>Consumers Feedback (Rating)</b>	<b>Date Of Feedback</b>
1	101206174	M S SATELLITE DEVELOPERS PVT L	Malad	Other Types	Very Good	13.12.2021
2	152784355	TULSI S SAHNI	Andheri	Billing	Very Good	16.12.2021
3	152896043	SHREERAJ DEVELOPERS LLP	Borivali	Other Types	Good	26.10.2021
4	153060449	MRS NEELAM VED KALRA MR VEDPRAKASH	Vandre	Billing	Good	02.12.2021

ICRS - Reasons for delay in complaint disposal ( Q-3 - 01/10/2021-31/12/2021)					
Serial Number	Contract Acct	Consumers Name	Division	Complaint Type	Reason for Closure beyond TAT
1	101658727	CHETAN R SHAH	Borivali	Billing	Site investigation was done and meter found OK, same communicated to the consumer however complaint closure was delayed.
2	152925944	MOHAN P DAMRE & MADHAVI M DAMRE	Mira-Bhainder	Other Types	Consumer was contacted to understand the details of complaint however could not be contacted though repeated attempts were made. Later we could get the details, necessary resolution was provided and complaint was closed after confirmation with consumer and ensuring satisfaction. so complaint closure was delayed.
3	153134197	PRABHAKAR PRASAD SINGH KAMINI PRABH	Powai	Billing	Consumer was called but there was no response, later complaint was closed after confirmation with consumer and ensuring satisfaction. so complaint closure was delayed.
4	153088091	KULANTHAIVEL ARUNDU	Chembur	Other Types	The bills were delivered at consumer premises under acknowledgment within timelines however escalated complaint closure was delayed in system, BNR (Bill not received) related internal complaint was well closed within timelines.
5	152068150	EVERSMILE CONSTRUCT	Chembur	No Supply	Supply was restored immediately but the complaint closure in system was delayed.
6	150203348	MR.SHRIRAM GUPTA	Andheri	Billing	Explanation to consumers query regarding high consumption was provided. Later consumer insisted on site visit and same was initiated. Accordingly consumer was again explained along with site findings and after ensuring consumer satisfaction the complaint was closed, during this time the complaint closure got delayed while ensuring appropriate closure.
7	152034041	INGRID PEREIRA OSCAR	Vandre	Other Types	Payment related query of consumer was resolved, outcalling was done to consumer and ensured. Due to SAP issue at user end complaint closure in system was delayed.