



Introduction

- ✓ CGRF is a dedicated forum set up by GERC to resolve electricity-related complaints from consumers.
- ✓ If you're not satisfied with the response from your electricity provider, you can approach CGRF for fair and independent redressal

Information & Procedure of Consumer Grievance Redressal Forum

Who Can File a Grievance?

- ✓ A consumer or prosumer (someone who both consumes and generates electricity) & Legal heirs or successors of a consumer.
- ✓ A voluntary consumer association.
- ✓ An applicant for a new connection.
- ✓ A person whose electricity connection has been disconnected.

What Issues Can Be Reported?

- Wrong billing or recovery of arrears.
- Faulty or burnt meter.
- Supply interruptions or voltage issues.
- Delay in new connection or reconnection.
- Change in load or transfer of connection.
- Deficient service or poor quality of supply.
- Any other electricity-related issue not covered under Sections 126, 127, 135-139, 152, and 161 of the Electricity Act.

Steps to File a Grievance

Step -1	Step -2	Step -3
<ul style="list-style-type: none"><li>• Consumer may admit preliminary complaint at<ol style="list-style-type: none"><li>1. 24*7 Control Room No. +918980016070</li><li>2. Mail Id : mrss.220@adani.com</li></ol></li><li>• Try to resolving with the Distribution Licensee.</li><li>• Visit your local office or use the licensee's complaint channels.</li><li>• If not resolved or not registered, proceed to CGRF.</li></ul>	<p>In case complaint not resolved in Step-1</p> <ul style="list-style-type: none"><li>• Submit Complaint to CGRF.</li><li>• Submit in writing, via email, fax, or in person.</li><li>• Use the format in Annexure -I (available on the licensee's website or office).</li><li>• You will receive an acknowledgment with a complaint number.</li></ul>	<ul style="list-style-type: none"><li>• CGRF will forward your complaint to the concerned officer.</li><li>• A hearing may be scheduled.</li><li>• CGRF will aim to resolve within 30 days.</li></ul>

CGRF Address:

The Convener  
Consumer Grievance Redressal Forum  
MPSEZ Utilities Limited  
2<sup>nd</sup> Floor, Adani House  
PO Box No.1  
Mundra, Kutch - 370421

Phone No: 02838 255745

E-Mail: Helpdesk.mundraelectricity@adani.com