

Serene Electricity Distribution Licensee

Division of Serene Properties Pvt. Ltd.

CIN:-U45200MH2003PTC143610



SPPL/Power/2015-16/084

June 09, 2015

Circular

Subject: Formation of ICGRC (Internal Consumer Grievance Redressal Cell) for Mindspace SEZ, Airoli

Greetings!!!

For ensuring best services, we have formed an ICGRC (Internal Consumer Grievance Redressal Cell) for redressing consumer's grievances. This ICGRC cell has been formed as per Electricity Act 2003.

The detailed procedure is as follows,

- a) Submission of Form A (Attached with this circular).
- b) Hearing will be conducted at Distribution Licensee office, Mindspace, on consecutive Friday 11.00hrs with the client's representatives (Max: 2 persons, Communication for date will be sent to client through mail).
- c) Post hearing, ICGRC order will be issued to Client.

The members for ICGRC are as follows:

1. Nisar Shaikh (Manager- Technical)
2. Vikram Yermalkar (Manager- Power)
3. Pallavi Khairnar (Senior Officer- Billing)

Assuring you the best services.

Authorized Signatory
Serene Electricity Distribution Licensee
Division of Serene Properties Private Limited

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