

Mindspace Business Parks Private Limited

(Formerly Known as : Serene Properties Private Limited)



MBPPL/Power/2015-16/168

December 31, 2015

Circular

Subject: Draft Rules and Procedures of Grievance Redressal for Mindspace SEZ, Airoli

Greetings!!!

We would like to convey you that we have formed CGRF (Consumer Grievance Redressal Forum) for redressing consumer's grievances if any. The details of CGRF are mentioned below. The same details can be seen at the back page of every month bill.

Shri G. S. Trimukhe (Single member- CGRF)

Consumer Grievance Redressal Forum

Serene Electricity Distribution Licensee, 1st Floor,
Switching station, Beside Building No. 09,
Mindspace, Opp. Airoli Railway Station,
Thane-Belapur road, Airoli,
Navi Mumbai – 400 708.

The CGRF is formed in accordance with EA 2003 & Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006.

Please find attached herewith the draft rules and procedures of Grievance Redressal within license area in accordance with the procedure laid in Maharashtra Electricity Regulatory Commission (Consumer Grievance Redressal Forum & Electricity Ombudsman) Regulations, 2006. It is kindly requested to send the comments / suggestions if any via email to sppdl@kraheja.com by 7th January 2016.

Assuring you the best services.

Serene Electricity Distribution Licensee
Division of Mindspace Business Parks Private Limited

Authorized Signatory

General Manager, Suhas Ambade