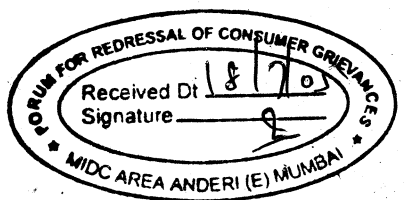


28/2005

o/c

Schedule A

APPLICATION FOR REDRESSAL OF GRIEVANCE



Date 18/7/05

1. NAME OF THE CONSUMER DR. A. T. WAGLE
2. FULL ADDRESS OF THE CONSUMER OFFICE BLDG. NO. 4, GANDHI NAGAR, BADRA EAST  
MUMBAI 4000 51.
- PIN CODE 4000 51
- PHONE NO. ~~XXXXXX~~ 2 642 66 16
3. PARTICULARS OF CONNECTION AND CONSUMER NO. E O 3323002 - E O 3323 003  
(Please state nature of connection) Residential Commercial

4. DETAILS OF THE GRIEVANCE

(If space is not sufficient Please enclose separate sheet)

I am entitled to residential tariff on a single bill with a single fixed charge of Rs. 40 w.e.f. July 2004, under M.E.R.C.'s Ruling No. 6. 1. 3 on page 45 of Tariff Order for BSES for F.Y. 2003-2004 and 2004-2005, as professional furtherance in my residence. Denied by RE

5. (a) DATE OF ORIGINAL INTIMATION OF GRIEVANCE BY THE CONSUMER TO THE DISTRIBUTION LICENSEE  
26 TH FEB. 2005.
6. REMEDY PROVIDED BY THE DISTRIBUTION LICENSEE, IF ANY NIL . MATTER HELD UP UNREASONABLY  
(If remedy has been provided, please enclose relevant communication from the Distribution Licensee)

NATURE OF RELIEF SOUGHT FROM THE FORUM Order upon REL(OLD BSES) to apply MERC's order abovementioned and apply it to my residential practice wef July 2004.  
(Please enclose any proof to support claim, if any)

8. LIST OF DOCUMENTS ENCLOSED  
(Please enclose copies of any relevant documents)

Correspondence with REL

9. DECLARATION

- (a) I/ We, the Consumer /s herein declare that:
  - (i) the information furnished herein above is true and correct; and
  - (ii) I/ We have not concealed or misrepresented any fact stated in aforesaid columns and the documents submitted herewith.
- (b) The present Grievance has been intimated to the Distribution Licensee in the form and manner and within the time frame prescribed by the Distribution Licensee and I/ We are not satisfied by the remedy provided by the Distribution Licensee or no

remedy was provided within a period of two (2) months from the date of original intimation.

- (c) The subject matter of the present Grievance has never been submitted to the Forum by me/ or by any one of us or by any of the parties concerned with the subject matter to the best of my/ our knowledge.
- (d) The subject matter of my / our Grievance has not been settled through the Forum in any previous proceedings.
- (e) The subject matter of my / our Grievance has not been decided by any authority/court/arbitrator.

OR

The subject matter of my / our Grievance is pending since (please mention the date when the matter was filed) ..... before ..... (\*Please mention the name of the authority/court/arbitrator before whom the Grievance is pending) and the proceedings are likely to take time for being finally adjudicated

Yours faithfully



(Signature)


**DR. A. T. WAGLE**  
(Consumer's name in block letter)

~~NOMINATION - (If the Consumer wants to nominate his representative to appear and make submissions on his behalf before the Forum, the following declaration should be submitted.)~~

~~I/We the above named Consumer hereby nominate Shri/Smt. ....  
who is not an Advocate and whose address is .....  
..... as my/our REPRESENTATIVE in the proceedings and confirm that any statement,  
acceptance or rejection made by him/her shall be binding on me/us. He/She has signed below in my  
presence.~~

ACCEPTED

(Signature of Representative)



(Signature of Consumer)

**ADDITIONAL STATEMENT OF GRIEVANCES .**

Bills of July 2004 state on the back side that i) Tariff is divided into two parts and that ii) Meter rent and minimum charge are joined together. Actually the old meter rent of Rs. 2/-per month is converted into a fixed charge of Rs. 40 or Rs. 150 , and is an additional charge there being no minimum charge in the past. This non-existing division of tariff with patent addition is a misleading and fraudulent statement to fool the consumers.

With 22 lakhs customers and an average of R. 70 per month extra charge REL is extracting a total of about 200 crores per year, misleading consumers as stated above.

MERC/EA03/REGLN/CGRP&OT



## Forum for Redressal of Consumer Grievances.

1. Name of the Applicant: -  
(IN BLOCK LETTERS)

: DR. A. T. WAGLE

2. Consumer No./Application No.

: EQ 3 3 2 3 0 0 2 / 0 0 3

3. Division/Zone

: SOUTH

4. Nature of Complaint  
(Excess billing, Supplementary bills,  
Tariff change Vigilance charges)

: EXCESS BILLING / WRONG TARIFF

5. Complaint No. & Date.

: N.O.NIL DATED 26 FEBRUARY 2005

6. Disputed Amount.

: EXCESS TARIFF UNDER EQ3323003

7. Is the Amount charged U/s  
126 of Electricity Act.(i.e for  
unauthorized use of Electricity  
Or Theft of Electricity.)

: NO

8. Date of registering of Complaint  
with REL and with Name &  
Designation of the concerned  
Officer:

= - : 26th FEBRUARY, 2005. Mr. Kudwa  
in consumer service centre, S.C. Cr

9. Action taken up by REL in  
mitigating the Grievance

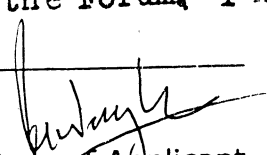
On 30th March, 2005, premises visited  
and position verified and ascertained by  
Mr. Mehendale, Officer I/C Bandra Office  
REL, who reported to his superior at head  
office, one Mr. Kalyanpur, Manager.

10. Name & Designation of the  
Officers contacted give details  
of the discussion and Orders issued:

On 30th May, '05, I met Mr. Kalyanpur and  
gave him further letter with documents  
of ownership and possession. He demanded  
further documentary proof that I am actu-  
ally using the place for residence and  
that this is my only residence. This is  
obstinate and unreasonable, and he does  
not want to change at a loss to REL

11. Any other matter you like to state regarding grievances redressal by REL.

REL has made redressal of grievances difficult by making  
~~i) Locating the Forum out of way and difficulty of access, and~~  
~~ii) Procedural difficulties and complications, and~~  
~~iii) Avoidance of public information of even the existence of Forum~~  
All calculated to avoid complaints, redressal of which would  
cause a loss to REL. So also the Forum being staffed and managed  
directly by REL, who are paid to protect REL against complaints  
is also very wrong.  
These lacunae may kindly be corrected by the Forum. I have  
already written to the MERC on this issue.

  
Signature of Applicant.