

31 hours

## Forum for Redressal of Consumer Grievances.

1. Name of the Applicant: - Tushar Shankar Kalas  
(IN BLOCK LETTERS)
2. Consumer No./Application No. : K 09233407
3. Division/Zone : Central zone (Dindoshi)
4. Nature of Complaint  
(Excess billing, Supplementary bills, Tariff change Vigilance charges) : Excess (Estimated) billing & meter disconnected afterwards by the B.S.E.S.co.
5. Complaint No. & Date. : 11-03-2003
6. Disputed Amount. : From Aug-2002 to Jan-2003 (6 months) total Amount RS.= 7920/-
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: on Date - 11-03-2003, To manager, B.S.E.S.Ltd. central zone, Dindoshi office
9. Action taken up by REL in mitigating the Grievance
10. Name & Designation of the Officers contacted give details of the discussion and Orders issued:

He cancelled the estimated excessive bill amounting to R.S. 7920/- for the period Dec-2002 & Jan-03. and again he made a provisional estimated bill of R.S. 1,300/- for the period Aug-2002 to Jan-2003 & advised me to pay the same

I met to M.R.S.-A.G. Pradhan, Officer, B.S.E.S (REL), Central zone, Dindoshi ~~on~~ Dated 8-11-2002 & give him an oral complaint.

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

estimated  
he cancelled the bills for the month of Aug-2002 & Sep-2002 amounting to R.S. 2670/- and he advised me not to pay these bills as two months deposit money was with the company. ~~On other~~ Next time on complaining to MRS-pradhan he cancelled the ~~bills~~ estimated excessive bills for the month of OCT-2002 & Nov-2002 amounting to R.S. 6140/- and advised me to pay the deposits amount R.S. 200/- as deposit. Next time on complaining to MR-V.P. Tamhane Dated 11-3-2003. he cancelled the estimated excessive bill amounting to R.S 7920/- for the period Dec-2002 & Jan-2003 and again he made a provisional estimated bill of R.S. 1300/- for the period Aug-2002 to Jan-2003 and advised me to pay the same.

Signature of Applicant.

Any other matter you like to state regarding grievances redressal by REL :-

I Mr - Tushar Shankar Kalas have not been staying at room no-1, Saikrupa Society, Vaibhav Nagar, Janupada, Kandivali (E) Mum-101. Since - 20<sup>th</sup> March 2002 - I also have not given above mentioned room at any person on Leave & Licence basis or rent basis, either for residence or any commercial activity since 20<sup>th</sup> March 2002 till date. In fact the above room has been continuous in locked condition without any occupation. (B.S.E.S Ltd had connected an electricity meter no - L.F.1-3146494 in ~~the~~ the above mentioned room). As the room was continuous locked there was no consumption of power. Since 20<sup>th</sup> March 2002 till date.

In spite of this B.S.E.S. sent me excessive monthly bills on the basis of estimated consumption of 250 - 500 units per month for the period Aug-2002 to Jan-2003. even after complaining to the B.S.E.S Ltd in this regard the bills were not based on actual meter-reading. and in March-2003 the B.S.E.S. co. disconnected my electricity meter. with meter's no was - L.F.1-3146494. That time not was received prior any notice to me for disconnect meter ~~or~~ or electricity supply from the B.S.E.S. Ltd. To the best of my knowledge, there was no use (consumption) of electricity power by any other person through proper channel or unauthorized use of electricity or no theft of electricity.

Note - Please enclosed separat sheet }

Tushar  
(Tushar S. Kalas)

Schedule A

APPLICATION FOR REDRESSAL OF GRIEVANCE

Date 8-8-2005

1. NAME OF THE CONSUMER - Tushar Shankar Kalas  
 2. FULL ADDRESS OF THE CONSUMER - Room no. 1, Sairupya Society,  
Vaibhav nagar, Janupada,  
 PIN CODE - Mumbai - 400010, Kandivali (E).  
 PHONE NO. / FAX NO. \_\_\_\_\_

3. PARTICULARS OF CONNECTION AND CONSUMER NO.  
*(Please state nature of connection)*  
Meter no. - LF1-3146494, Consumer No - K09233407

4. DETAILS OF THE GRIEVANCE  
*(If space is not sufficient Please enclose separate sheet)*

Please enclosed separate sheet for  
details of the grievance

5. (a) DATE OF ORIGINAL INTIMATION OF GRIEVANCE BY THE CONSUMER TO THE DISTRIBUTION LICENSEE  
Orally complaint Dated = 8-11-02, 22-1-03 & written complaint Dated = 11-3-2003

6. REMEDY PROVIDED BY THE DISTRIBUTION LICENSEE, IF ANY  
*(If remedy has been provided, please enclose relevant communication from the Distribution Licensee)*  
I complaining to B.S.E.S. and advised me to pay the deposits amount.

7. NATURE OF RELIEF SOUGHT FROM THE FORUM  
Providing of old meter connection & repayment of bills paid  
*(Please enclose any proof to support claim, if any)* I pay deposits amount but not given back old meter connection to me.

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

(1) complaint Filled by consumer to manager of B.S.E.S. Dated = 11-3-2003,

9. DECLARATION

(2) electricity Bill

(a) I/ We, the Consumer /s herein declare that:

(3) requisition from for new meter connection.

(i) the information furnished herein above is true and correct; and (4) Separat sheet for details of the

(ii) I/ We have not concealed or misrepresented any fact stated in aforesaid columns and the documents submitted herewith. Grievance

(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

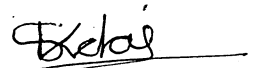
remedy was provided within a period of two (2) months from the date of original intimation.

- (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)

(Tushar Shankar Kalas)  
(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)

C. Add - Tushar Shankar Kalas  
Block no. 3, Ground Floor,  
Sheetal chhaya (Building),  
Carter road no. 3,  
OPP Mataji temple,  
Borivali (E). - m. m. - 66.