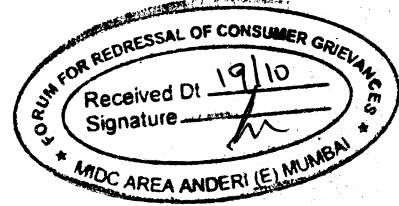


44/2005

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**Forum for Redressal of Consumer Grievances.****Reliance Energy Limited.**

Consumer Centre Building,  
South Central Zone,  
Plot No. A4(1&2) MIDC,  
Andheri - (E), Mumbai - 400 093.



- 1) Name of the Applicant: - : SUSHMA R. GULATI  
(IN BLOCK LETTERS)
- 2) Consumer No./Application No. : K07192114 (102299216)
- 3) Division / Zone : Central , CZ2 - Goregaon (W),
- 4) Nature of Complaint : Excess Billing in the month of July,  
(Excess billing, Supplementary bills,) August, 2005  
Tariff Change Vigilance Charges)
- 5) Complaint No. & Date : Dated 25-8-2005
- 6) Disputed Amount : In the Bills for the Month July, August-2005
- 7) Is the Amount charged U/s 126 of : Not Applicable  
Electricity Act. (i.e. for unauthorized use  
Of Electricity or Theft of Electricity)
- 8) Date of registering of Complaint with REL : The Manager, Central Zone, Dindoshi,  
and with Name & Designation of the Mumbai - 400 097.  
concerned Officer :
- 9) Action taken up by REL in Mitigating : Notice u/s 56 (1) issued with Bill of  
the Grievance September - 2005 for disconnection
- 10) Name & Designation of the Officers N/A  
Contacted give details of the discussion  
And Orders issued.
- 11) Any other matter you like to State regarding grievances redressal by REL.

**FACTS OF THE CASE****MAY IT PLEASE YOUR HONOUR**

The Undersigned Mrs. Sushma R. Gulati (Applicant) is the Registered Consumer of BSES Ltd. (Now Reliance Energy Limited) falling under the Category Residential (LF-1) and has been allotted the Consumer No. K07192114 (Now Changed to Account No. 102299216 and receiving the Electricity on Single Phase 230 Volts 50 Cycles AC for use as Light, Fans, Heating Cooking etc. purpose only.

The Consumption per month has not exceeded more than 165 Units in any given month, details are furnished here under as raised by BSES (Now REL)

Sr. No.	Meter No.	Units Consumed	Month
1.	0334580	151	July - 2001
2.	0334580	140	January - 2001
3.	0334580	135	July - 2002
4.	6020136	122	August - 2003
5.	6020136	127	June - 2003

7.	6020136	116	December - 2003
8.	6020136	119	November - 2003
9.	6020136	97	January - 2004
10.	6020136	112	February - 2004
11.	6020136	116	March - 2004
12.	6020136	161	April - 2004
13.	6020136	152	May - 2004
14.	6020136	130	June - 2004
15.	6020136	139	July - 2004
16.	6020136	128	August - 2004
17.	6020136	139	September-2004
18.	6020136	132	October- 2004
19.	6020136	150	November- 2004
20.	6020136	135	December - 2004
21.	6020136	135	January - 2005
22.	6020136	135	February - 2005
23.	6020136	135	March - 2005
24.	6020136	135	April - 2005
25.	6020136	135	May - 2005
26.	6020136 5212461	13	June - 2005
27.	5212461	710	July Developed
28.	5212461 5694576	538	Aug - Developed
29.	5694576	149	Sept - 2005

1248  
300  
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948

The Meter was read on 10/10/2005 For Serial No. 29, shows the Consumption of 149 Units only. The period shown in 10-9-2005 to 10-10-2005.

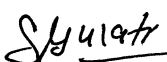
The above facts are clear that Consumption never had exceeded above 161 Units per month. If the Meter No. 6020136 was found defective & has been replaced by Meter No. 5212461 & found defective by the field Staff REL and again has been replaced with the news Meter No. 5694576, which shows the Consumption of 149 Units is clear that developed Consumption for July & August 2005 is Wrong.

The Complaint was lodged on 25-08-2005 with Zonal Manager after the receipt of bill for 710 Units for the month of July, 2005.

No reply had been received, and another bill for 538 Units for the Month of August was issued.

The Bill for the month of September, 2005 has been issued along with Disconnection Notice No. 08/21/00122/09/05/4669 dated 14-10-2005.

Being aggrieved by this I am filing this Complaint with Hon'ble Forum for Redressal and Claim the relief sought.

  
(SUSHMA R. GULATI)  
Signature of Applicant

**Schedule A**  
**APPLICATION FOR REDRESSAL OF GRIEVANCE.**

Date :19-10-2005

- 1) NAME OF THE CONSUMER : SUSHMA R. GULATI
- 2) FULL ADDRESS OF THE CONSUMER : Flat No. 23, Blue Moon, 2<sup>nd</sup> Floor,  
Marve Road, Mith Chowky, Malad-(W)  
Mumbai – 400 064  
PHONE NO. / FAX NO. : 91-22-28614406 / Fax - 56998001
- 3) PARTICULARS OF CONNECTION AND CONSUMER NO. : Residential – K07192114  
ACCOUNT NO : 102299216
- 4) DETAILS OF THE GRIEVANCE : Excessive Bill for July & August 2005.  
(If is not sufficient Pl. enclosing separate Sheet.
- 5) DATE OF ORIGINAL INTIMATION OF GRIEVANCE BY THE CONSUMER TO THE DISTRIBUTION LICENSEE : In writing on 28-8-2005
- 6) REMEDY PROVIDED BY THE DISTRIBUTION LICENSEE, IF ANY (if remedy has been Provided, please enclose relevant Communication from the Distribution Licensee) : Meter has been replaced.
- 7) NATURE OF RELIEF SOUGHT FROM THE FORUM : Correct bill for actual Consumption in  
(Please enclose any proof to support claim if any). the month of July & August 2005 to be based for Last 6 Months
- 8) LIST OF DOCUMENTS ENCLOSED : copy of Letter sent on 28-08-2005  
(Please enclose copies of any relevant documents)
- 9) **DECLARATION**
  - a) I, Sushma R. Gulati the Consumer herein declare that:
    - i) The information furnished herein above is true and correct; and
    - ii) I have not concealed or misrepresented any fact stated in Aforesaid columns and the documents submitted herewith.
  - b) The Present Grievance has intimated to the Distribution Licensee in the form And manner and within the time frame prescribed by the Distribution Licensee and I am 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 knowledge.
- d) The Subject matter of my Grievance has not been settled through the Forum in any previous proceedings.
- e) The subject matter of my Grievance has not been decided by any authority/court/arbitrator.

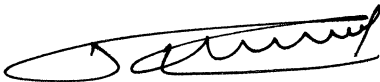
Yours faithfully,

  
(SUSHMA R. GULATI)

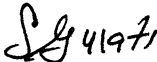
**NOMINATION (If the Consumer wants to nominate his representative to appear and make submissions on his behalf before the Forum, the following declaration should be submitted.)**

I the above named Consumer hereby nominate SHRI RAKSHPAL ABROL, who is not an Advocate and whose address is 401-A, Vikas Park, Marve Road, Mith Chowky Malad-(W), Mumbai- 400 064. as my REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him shall be binding on me. He has signed below in my presence.

ACCEPTED



(RAKSHPAL ABROL)  
(Signature of Representative)

  
(SUSHMA R. GULATI)  
(Signature of Consumer)