



**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES**

(to be submitted along with schedule A)

08/2007

1	Name of the Applicant ( in block letters)	ZAHIR HUSSAIN MADEKASAM
2	Contract Account / Application No.	A/C No-102200NH-
3	Division	
4	Tariff Category ( LF1, LF2...)	LF1
5	Nature of complaint ( Excess billing, supplementary bills, tariff change)	H.C.C.
6	Disputed amount	Rs-20210=00
7	No. & Date of First Complaint	16-6-2007
8	Is the Amount charges U/s. 126 / 135 of Electricity Act. ( i.e. for unauthorized use of electricity or theft of electricity)	NO
9	Date of registering of complaint with REL and with Name and Designation of the concerned officer.	CUSTOMER CARE CENTR-
10	Name & Designation of the officer contacted give details of the discussion and Orders issued.	
11	Action taken up by REL in mitigating the Grievance Redressal cell of REL.	NO ACTION
12	Date of Intimation to Internal Grievance Redressal cell of REL.	24-8-2007
13	Date of acknowledgement given by Internal Grievance Redressal Cell of REL.	24-8-2007
14	Name & Designation of REL Internal Grievance Redressal cell officer.	SUNAM. P.V.C.
15	Letter from Internal Grievance Redressal cell of REL stating the action taken up by REL in respect of the grievance.	4-10-2007
16	Any other matter you like to state regarding grievances redressal by REL.	

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SCHEDULE 'A'

Application to CGR Forum for Redressal of Grievance.

Date : 10/10/2007

1. Name of the Consumer: ZAHIR HUSSAINMOHD. QASAM
2. Full Address of the Consumer: S.No. 136/18, Azmi Nagar, Immamwada Road,  
Malvani Gate No.7, Malad (West),  
Mumbai - 400 095. Pin Code: 400095.  
Phone: No. 9322513561 / 9869833860 S.P.  
Fax No./E-mail ID: Nil
- Address for Correspondence: Sankesh Bldg., A-204, 2nd Floor,  
Sanghavi Nagar, Mira Bhayander ✓  
Opp. GCC Club, Dist. Thane.
3. Particulars of Connection and Consumer No. A/c. No. 102200444 Cycle No.20/462  
Meter No. LF1 4155172  
Residential Meter connection.
4. Distribution Licensee: Reliance Energy Ltd., ~~South Zone~~  
Central Zone, Dindoshi, Malad (East),  
Mumbai - 400 097.
5. Details of the grievance, facts giving rise to the grievance: 'AS per attached sheet'.
6. Date of original intimation of Grievance by the consumer to the Distribution Licensee. July, 2007.
7. Remedy provided by the Distribution Licensee, if any. : No Remedy was given  
Demanding to pay the Exhorbitant charged bill.
8. Nature of relief sought from the Form. : No Relief has given  
asked to pay the Exhorbitant charged bill.
9. List of Documents Enclosed:-
- 1) Zerox copies of Electric bills - May, June, July 2007: & Aug.'07
  - 2) Zerox copies of letters.
    - 1) letter dt. 28/8/2007
    - 2) Letter of Internal Grievances dt. 3/9/2007
    - 3) letter dt. 17/9/07 addressed to MERC
    - 4) Letter of REL dt. 18/9/07
    - 5) My letter dt. 9/10/07.



10. Declration:-

- a) I/We, the consumer/s herein declare that :
  - i) The information furnished hereinabove is true and correct; and
  - ii) I/We have not concealed or misrepresented any fact stated hereinabove and the documentssubmitted 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 Liceseee 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 fromthe date of original intimation;
- c) The subject matter of the present Grievancehas 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 decided by any competent authority/court/arbitrator and is not pending before any such authority/Court/arbitrator.

Yours faithfully,

(Signature)

( ZAHIR HUSSAIN MOHD. QASAM. )

Nomination:

I, the abovenamed Consumer hereby nominate Shri Shantilal P. Patel, who is not an Advocate and whose address is Laxmi Gowri Chawl, Room No.7, Koknipada, ~~xx~~ Kurar Village, Malad (East), Mumbai 400 097, as my REPRESENTATIVE in the proceedings and confirm that any statement, acceptance or rejection made by him shallbe binding on me. He has signed below in my presence.

ACCEPTED

.....  
 (Signature of Representative)

.....  
 (Signature of Consumer)

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SCHEDULE 'A'

5. Details of the grievance, facts giving rise to the grievance:

I am the registered consumer of A/c. No. 102200444 & Meter No. LF-1 41551/2 which is being used for my residential purpose only and the bills which are issued by the Licensee Company (REL) is being paid in time without any default.

I was getting the bills of an average consumption of less than 200 units per month, is is also excess according to my consumption of electric ~~bill~~ consumption.

I received the bill for the month May 2007 showing a reading of consumption of 3722 Units - as per the bill the Reading is taken for the period 1.5.2007 to 8/6/2007 i.e. for a period of one month & 7 days. I never used any excess energy during this period. The bill was issued for a sum of Rs. ~~20240.00~~ 20240.00

On my complaint the at the Consumer Centre, the REL Representative has replaced the meter and installed a new meter. When I made complaint to the Internal Grievance I was asked to make the total payment of C.A. Bill of Rs. 20240.00

I never used extra energy at any circumstances, and I am unable to pay such huge amount . I was paying the bills regularly according to the consumption. Then issuing such C.A. Bills is illegal and injustice. I was given a letter stating that they have checked/tested the meter & found correct! I have made my representation to R.E.L. and other Dept. but no remedy was given and as I could not make the exhorbitant a charged bill, the meter was removed without giving any intination or notice.

Note: The detailed informations are mentioned in my various correspondences.

*Zahir Hussain Mohd. Qasam*

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(Zahir Hussain Mohd. Qasam )