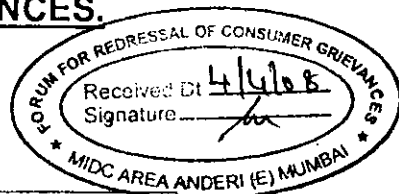


**RELIANCE ENERGY LTD.**  
**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES.**

(to be submitted along with schedule A)



Case No. 01/2008  
(15 pages)

1	Name of the Applicant:- (in block letters)	M/S. <del>SPEL</del> . TCS
2	Contract Account/Application No	Application Dated 24 <sup>th</sup> April 2007
3	Division	South Central
4	Tariff Category (LF1, LF2.....)	Temporary Construction Power.
5	Nature of Complaint. (Excess Billing, Supplementary bills, Tariff change....)	Amplifying note placed as Enclosure-1
6	Disputed amount	— N.A. —
7	No. & Date of First Complaint	13.06-2007
8	Is the Amount charged U/s 126/135 of Electricity Act. ( i.e for Unauthorized use of Electricity or Theft of Electricity)	— N.A. —
9	Date of registering of Complaint with REL and with Name & Designation of the concerned Officer.	13.06.2007 MR. VINAY WADWALKAR. (Key Accounts Manager)
10	Name & Designation of the Officer Contracted give details of the discussion and Orders issued.	MR. Rajesh Prasad (Add. V.P.) MR. R. Mehta (Sr. V.P.) MR. J. R. Vadgave (Add. Manager)
11	Action take up by REL in mitigating the Grievance and letter thereof	Letter No. SCZ/553/029/BLDG/2007 SCZ/PRG/220/JRV/2007-08
12	Date of intimation to Internal Grievance Redressal cell of REL	04 <sup>th</sup> Dec. 2007
13	Date of Acknowledgement given by Internal Grievance Redressal cell of REL.	04 <sup>th</sup> Dec. 2007
14	Name & Designation of REL Internal Grievance Redressal cell Officer.	Ms. Suvarna Kate
15	Letter from Internal Grievance Redressal cell of REL stating the action taken by REL in respect of the Grievance	SCZ/IGR/33/2007 Dtd. 8 <sup>th</sup> Feb. 2008
16	Any other matter you like to state regarding grievances redressal by REL	—

AC-NO.  
102686926

Dtd. 27 JUN 07  
Dtd. 5<sup>th</sup> Jul 07

SCHEDULE A

Application to CGR forum for redressal of grievance.

Date 04/04/2008

1. Name of the consumer TATA CONSULTANCY SERVICES LTD.

2. Full address of the consumer BANINIAN PARIK SURBEI ROAD OFFICE  
ANDHERI KURLI ROAD ANDHERI EAST MUMBAI

Pin code 400098 Phone no. 2267792838

Fax no. 2267792392 Email ID

3. Particulars of connection and consumer no.  
(Please state nature of connection) LT CONSUMER ACC. NO. 102686926

4. Distribution licensee RELIANCE ENERGY LTD.

5. Details of the grievance, facts giving rise to the grievance  
(If space is not sufficient please enclose separate sheet) AMPLYING NOTE PLACED AS ENCLOSURE-1

6. Date of original intimation of grievance by the consumer to the distribution licensee  
(Please state nature of grievance) 4<sup>th</sup> DECEMBER 2007

7. Remedy provided by the distribution licensee, if any ENCLOSED  
(If remedy has been provided, please enclose relevant communication from the Distribution Licensee)

8. Nature of relief sought from the forum  
(Please enclose any order to support claim, if any) IMMEDIATE RELEASE OF CONSTRUCTION  
POWER TO OUR MAIN CIVIL CONTRACTOR M/S SPCL.

9. List of documents enclosed  
(Please enclose copies of any relevant documents which support the facts giving rise to the grievance) ENCLOSED.

For TATA CONSULTANCY SERVICES LTD.

AUTHORISED SIGNATORY



1. Declaration

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 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 am/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 competent authority/court/arbitrator, and is not pending before any such authority/court/arbitrator.

Yours Faithfully

For TATA CONSULTANCY SERVICES LTD.

(Signature)

AUTHORISED SIGNATORY (Block letters)

Nomination- (If the consumer wants to nominate his/her representative to appear and make submissions on his behalf before the forum, the following declaration should be submitted.)

I/We the abovesaid 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)

Enclosure 1 -

Point no. 5. Details of the grievance facts giving rise to the grievance.

**Complaint regarding - Construction power not released to M/s SPCL our Main civil contractor.**

TCS Banyan Park is an existing consumer of REL and based on this we authorised M/s SPCL the civil contractor to process for obtaining the construction power required for the Banyan Park project. M/s SPCL had then accordingly made an application for getting construction power vide their application dated 24<sup>th</sup> April 2007 (copy attached). It is now more than 10 months since the application has been submitted and we are yet to receive the construction power from REL. This is in contravention to the MERC Standard of performance regulation clause no 4.1, where in the power has to be released within one month duration after receipt of the application.


We are unable to understand the extra ordinary delay in the release of construction power till date. We would also like to highlight the REL letters no. SCZ/SS3/029/BLDG/07-08 dated 27<sup>th</sup> June '07 and SCZ/PRG-220/JRV/07-08 dated 5<sup>th</sup> July '07, where in REL has put forth a precondition to make provisions to accommodate an infrastructure to install 3 x 20 MVA, 33x 11 KV substation in our premises.

REL vide their letters no. SCZ/SS3/029/BLDG/07-08 dated 27<sup>th</sup> June '07 and SCZ/PRG-220/JRV/07-08 dated 5<sup>th</sup> July '07 and SCZ/GR/33/2007 dated 6<sup>th</sup> Feb '08 has also indicated certain reasons for not releasing the construction power.

In our opinion the reasons stated by REL in the above letters are irrelevant as we have already complied with all the statutory requirements needed for release of construction power.

In view of this delay in releasing the construction power our project has suffered various delays and we had to provision power through DG sets which is far more expensive thereby causing additional financial burden. We would therefore request that construction power may be released at the earliest to alleviate the problems faced by us in the execution of the project.

For TATA CONSULTANCY SERVICES LTD.

  
AUTHORISED SIGNATORY

✓ 6

**Clause No. 9 – List Of Documents Enclosed**

1. M/s SPCL application dated 24<sup>th</sup> April 2007
2. TCS Letter ( NOC) dated 24<sup>th</sup> April 2007.
3. M/s REL letter no. SCZ/SS3/029/BLDG/2007-8 Dated 27<sup>th</sup> June 2007.
4. M/s REL letter no. SCZ/PRG-220/ JRV/2007-8 dated 5<sup>th</sup> July 2007.
5. M/s REL IGR letter no. SCZ/IGR/33/2007 dated 8<sup>th</sup> Feb. 2008.