

# FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES

(to be submitted along with schedule A)

Case No. 04/ 2008 ✓

1	Name of the Applicant:- (in block letters)	MS. MAHARANI A. YADAV & JT.
2	Contract Account/Application No	150136645
3	Division	NORTH ZONE
4	Tariff Category (LF1, LF2.....)	New connection for LF2
5	Nature of Complaint. (Excess Billing, Supplementary bills, Tariff change....)	Not giving meter connection.
6	Disputed amount	N.A. Estimate amt.1450/-
7	No. & Date of First Complaint	10.1.2008
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.	10.1.2008 at Internal Grievance
10	Name & Designation of the Officer Contracted give details of the discussion and Orders issued.	Mr. Baneer ji
11	Action take up by REL in mitigating the Grievance and letter thereof	
12	Date of intimation to Internal Grievance Redressal cell of REL	10.1.2008
13	Date of Acknowledgement given by Internal Grievance Redressal cell of REL.	10-1-2008
14	Name & Designation of REL Internal Grievance Redressal cell Officer.	Mr. Baneer ji
15	Letter from Internal Grievance Redressal cell of REL stating the action taken by REL in respect of the Grievance	Letter dt. 9/4/2008
16	Any other matter you like to state regarding grievances redressal by REL	PlRefer Encl. Annexure (2 pages)

17 JUN 2008  
Date: 25/04/2008

Application to CGR Forum for Redressal of Grievance.

1. Name of the Consumer : MS. MAHARANI A. YADAV & JT.
2. Full Address of the Consumer : Shop 28, APNA TYRE SERVICE,  
Kashimira Road, Bhayander (East),  
Checknaka, Kashimira,  
THANE - 401 101.  
Mob:  
Phone: 9323481121  
Mob: 9869305378
3. Particulars of connection and Consumer No. : Application for New Meter connection  
Under Normality Scheme.  
for Slum area.  
A/c. No. 150136645
4. Distribution Licensee : Reliance Energy Ltd.,  
North Zone, S.V. Road,  
Shankar Lane, Kandivali (West),  
Mumbai 400 067.
5. Details of the Grievance facts giving rise to the Grievance. : Seperate sheet attached.
6. Date of original intimation of grievance by the Consumer to the distribution Licensee: 10/01/2008
7. Remedy provided by the Distribution Licensee, if : Demanding the Arrears ~~some~~ some other persons Connection.
8. Nature of relief sought from the Forum : Demanded the arrears of somebody (copy of letter attached dt. 9/4/08)
9. List of documents enclosed:
  - 1) Copy of Payment Receipt  
No. 40030084361 dt. 29.11.2005
  - 2) Copy of Estimate dt. 29.11.2005
  - 3) Copy of Internal Grievance  
~~App~~ complaint dt. 10/1/08
  - 4) Copy of Letter of Reliance Energy  
dt. 10/1/2008
  - 5) " " dt. 9/4/08.

10. 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 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/our Grievance has not been decided by any competent authority/Court/arbitrator, and is not pending before any such authority/Court/Arbitrator.

Yours faithfully,

Y 

(Ms. MAHARANI A. YADAV)

Signature

For MAHARANI A. YADAV & JT.

Nomination:-

I, the abovenamed Consumer/Applicant hereby nominate Mr. Ravi Gupta, who is not an Advance and whose address is Sukhar Wadi, Borivali (East), Near: S.T.Standa, Mumbai 400 066, 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



✓

ANNEXURE

5. Details of the Grievance facts giving rise to the Grievance:-

I have applied for new Meter connection under A/c. No. 150136645 dated 29/11/2005 for my premises at Shop 28, APNA TYRE SERVICE, Kashimira Road, Bhayander (East), Checknaka, Kashimira, Thane 401 101, and paid Estimate amount Rs. 1,450/- on 29-11-2005 vide receipt No. 40030084361.

Thereafter I have approached the North Zone of Reliance Energy Many times, but not given any response. On my personal request they REL have issued a letter stating that there is arrears of A/c. No. 101669833 vide letter dt. 10.01.2008, whereas no meter connection is taken for the said shop premises at any time. The REL issued a Bill of the above A/c. No. which is in the name of V.V. Mani which is Ladkubai D.P. Pawar Chawl, Kashi Village, Kashi Mira Road, Bhayander (E), amounting an arrears of Rs. 70,335/- and asked me to clear this arrears for giving meter connection to me. This meter connection is some other place and installed in the name of V.V. Mani.

I have filed complaint in Form 'A' on 10/1/2008 in the Internal Grievance Redressal Cell of Reliance Energy Ltd. and held hearing on 8/4/2008, in which also the Representative of REL could not give a proper reply to me and my Representative Mr. Ravi Gupta.

The Reliance Energy Ltd. North Zone, issued a letter vide No. NZ/CON\_GR/0066/2007-08 dt. 9/4/2008, copy of which is attached herewith.

In the said letter it is mentioned that there is Arrears for A/c. Nos. 101667134 & 101669833 which pertains to my premises for which I have applied for new meter connection.

Please note that A/c. No. 101667134 belongs to one NISAR AHMED ANSARI of 2nd F. Kashimira Adivashi, Bhayander (W) Near Naka, Bhayander (E), Thane which is having arrears of Rs. 15,285.47 as on 13-6-2006 (Copy of Bill is attached herewith), and the said person is in the same place and who is using direct supply with the knowledge of the

I say that I have no connection with the above said Account Nos. meter connection and never used supply from these meters at any time.

My premises for which the application is made and paid Estimate amount is at another place, but the Reliance Energy states that the premises for which I have applied for meter connection pertains to the premises for which meter connection is disconnected and arrears.


In respect of A/c. No. 101667134 the Registered consumer is still there and enjoying electricity, but the arrears is being demanded from me. Why the Recovery Dept. is not taking action against the Consumer for recovering the arrears.

As far as my knowledge as per Electricity Act 2003 and Supply code 2005-06 and rules therein the Registered Distribution Company can recover the arrears from the Registered Consumer only. For this declaration is also made by MERC on 19/8/2005.

In the circumstances mentioned above the Reliance Energy shall not demand the arrears of the above said A/c. Nos. from me and they are liable to give me Tapping meter connection for commercial use without demanding the arrears of some other persons and also of these of other premises.

My case is pending since 29/11/2006, and Reliance energy is also liable to compensate me for delaying my case as per the electricity rules for the delayed period.

Date: 17 JUN 2008  
25/4/2008

  
( MAHARANI A. YADAV )  
Applicant