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FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES.
(to be submitted along with schedule A)

Case No. 05/2008

1	Name of the Applicant:- (in block letters)	UMASHANKAR SHYAMLAL PRAJAPATI
2	Contract Account/Application No	150696919
3	Division	NORTH ZONE
4	Tariff Category (LF1, LF2,....)	New Connection for LF1 (Residential)
5	Nature of Complaint. (Excess Billing, Supplementary bills, Tariff change....)	New connection
6	Disputed amount	Rs-1645/-
7	No. & Date of First Complaint	04-04-2008
8	Is the Amount charged U/s 126/135 of Electricity Act. (i.e for Unauthorized use of Electricity or Theft of Electricity)	Nil
9	Date of registering of Complaint with REL and with Name & Designation of the concerned Officer.	04-04-2008 at Internal Grievance.
10	Name & Designation of the Officer Contracted give details of the discussion and Orders issued.	Chief Engg., Addl. Manager Mr. Satyagiri Miss. Prachi.
11	Action take up by REL in mitigating the Grievance and letter thereof	Nil
12	Date of intimation to Internal Grievance Redressal cell of REL	04-04-2008 ; 09/05/2008 ; 18/06/2008
13	Date of Acknowledgement given by Internal Grievance Redressal cell of REL.	04/04/2008 ; 09/05/2008 ; 18/06/2008
14	Name & Designation of REL Internal Grievance Redressal cell Officer.	Not known [Not any call letter or phone call]
15	Letter from Internal Grievance Redressal cell of REL stating the action taken by REL in respect of the Grievance	Nil
16	Any other matter you like to state regarding grievances redressal by REL	Nil ;

Encloser :- Total Eleven Papers.

SCHEDULE 'A'

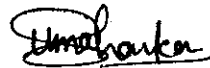
Application to CGR Forum for Redressal of Grievances:

- 1] Name of the Consumer : **Umashankar Shyamlal Prajapati**
- 2] Full Address of the : Rambharose Chawl, Prajapati Niwas,
S.P. Road, Ketki Pada, Dahisar-East,
Dhar Khadi, Opp: Municipal School,
Mumbai 400 068.
Phone: 28961646
- 3] Particulars of connection : Application for New Meter connection
And Consumer No. : under Normality Scheme for Slum Area.
Account No. 150696919
- 4] Distribution Licensee : Reliance Energy Limited,
North Zone, S.V. Road,
Shankar Lane, Kandivali-West,
Mumbai 400 067.
- 5] Details of the Grievance facts : Separate Sheet Attached
Giving rise to the grievance
- 6] Date of original intimation : 4th April, 2008
of grievance by the Consumer
to the Distribution Licensee
- 7] Remedy provided by the : NIL
Distribution Licensee, if any,
- 8] Nature of relief sought from : To provide New Connection
the Forum
- 9] List of Documents enclosed : a) Copy of Estimate dt. 28-12-2007
b) Copy of Payment Receipt dt.
28-12-2007
c) Copy of Internal Grievance
Complaint dt. 4-4-2008
d) Copy of letter to Reliance Energy
Ltd., dated 9-5-2008
e) Copy of letter to Reliance Energy
Ltd., dated 18-6-2008

10] Declaration:

- a) I/We, the Consumer/s herein declare that:
- i) the Information furnished hereinabove is true and correct; and
 - ii) I 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 connected 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 Competent Authority / Court / Arbitrator and is not pending before any such authority / Court / Arbitrator.

Yours faithfully,



(UMASHANKAR S. PRAJAPATI)

NOMINATION:

I, the abovenamed Consumer / Applicant hereby nominate Mr. SHYAMLAL J. PRAJAPATI (Father) who is not an Advocate and whose address is Rambharose Chawl, Prajapati Niwas, S.P. Road, Ketki Pada, Dahisar-East, Dhar Khadi, Opp: Municipal School, Mumbai 400 068; 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,



(SHYAMLAL J. PRAJAPATI)



(UMASHANKAR S. PRAJAPATI)

5] **Details of the facts giving rise to the grievance:**

I have applied for a new Meter Connection under Account No. 150696919 dated 28th December, 2007 for my premises at Rambharose Chawl, Prajapati Niwas, S.P. Road, Ketki Pada, Dahisar-East, Dhar Khadi, Opp: Municipal School, Mumbai 400 068; and paid the estimate amount of Rs. 1,645/- vide Receipt No. 40030854876 dated 28th December, 2007.

The Company's representative came to install the meter at the aforesaid address on 29th December, 2007. However, the neighbour Mr. Yograj Gawda and Mr. Dharma Gawda took objection for such installation and locked the cabin in which the meter was to be installed.

Thereafter I have been approaching the North Zone Office of Reliance Energy Limited and I have visited various officials for not less than 20 times. But to my surprise and regrets the Company has not responded at all.

Thereafter, I filed a complaint in Form 'A' on 4th April, 2008 in the Internal Grievance Redressal Cell of Reliance Energy Limited, but, till date there is no hearing. I have been contacting the Company's officials time and again but again there was "NO RESPONSE".

On 9th May, 2008 I wrote a letter to The Chief Engineer, North Zone, Reliance Energy Limited, requesting the Company to install the meter at the earliest. But till date I have not received any response in the matter. (Copy enclosed)

On 18th June, 2008 I wrote a letter to The Chief Engineer, North Zone, Reliance Energy Limited, **UNDER RIGHT TO INFORMATION ACT**, requesting the authority to give me necessary information in the matter. **BUT TILL DATE NO LETTER OR RESPONSE IN THE MATTER.**

HERE, I MAY MENTION THAT UNDER SECTION 163 (3) OF INDIAN ELECTRICITY ACT, 2003 THE COMPANY HAS COMPLETE AUTHORITY TO TAKE NECESSARY STEPS INCLUDING DISCONNECTION OF THE

CONSUMER WHO TAKES OBJECTION FOR NOT PUTTING UP NEW CONNECTION FOR THE NEW SERVICES. IT IS CLEAR THAT AFORESAID MR. YOGRAJ GAWDA AND MR. DHARMA GAWDA ARE CREATING OBSTRACLES IN THE COMPANY'S BUSINESS.

Under the circumstances, I request the Company to install a NEW Connection immediately and also COMPENSATE me for the delay as I have gone through lots of hardship.

Yours faithfully,



(UMASHANKAR S. PRAJAPATI)

Dated: 26th June, 2008