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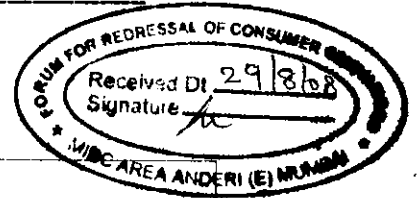
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**RELIANCE ENERGY LTD.**  
**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES.**

(to be submitted along with schedule A)

Case No. 9/2008



1	Name of the Applicant:- (in block letters)	GHATLIA REEDS MANUFACTURING WORKS
2	Contract Account/Application No	1026955770
3	Division	East Zone
4	Tariff Category (LF1, LF2....)	LTP2
5	Nature of Complaint. (Excess Billing, Supplementary bills, Tariff change....)	Excess Billing
6	Disputed amount	Rs. 98063/-
7	No. & Date of First Complaint	A Letter dt. 12/07/2005
8	Is the Amount charged 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 & Designation of the concerned Officer.	30/08/2005
10	Name & Designation of the Officer Contracted give details of the discussion and Orders issued. *	Mr. Waman Wagle, Sr. Manager Discussed, but no orders were issued by REL
11	Action take up by REL in mitigating the Grievance and letter thereof	A xerox copy of Letter by Mr. Waman Wagle is enclosed.
12	Date of intimation to Internal Grievance Redressal cell of REL	12/07/2008
13	Date of Acknowledgement given by Internal Grievance Redressal cell of REL.	14/07/2008
14	Name & Designation of REL Internal Grievance Redressal cell Officer.	Mr. Pradeep Phadke, General Manager Mr. Binusethumadhavan, Sr. Manager
15	Letter from Internal Grievance Redressal cell of REL stating the action taken by REL in respect of the Grievance	A xerox copy of the Letter by IGR cell of REL is enclosed herewith.
16	Any other matter you like to state regarding grievances redressal by REL	We Comment that, REL, while looking into this matter, has not valued our cordial relation with them for

Please refer  
our Letters

last 11 years. The delay in furnishing the information to REL, with regards to revised MERC regulations, was due to human error.

We strongly feel that, REL strictly followed the guide lines given by MERC. REL should have taken into consideration, the inconvenience caused to us, as well as the monetary loss suffered by us.

REL should have taken lenient view of this matter.

Vikas Patil  
General Manager.

SCHEDULE A

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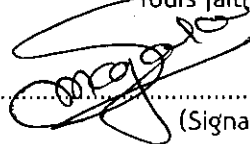
Application to CGR forum for redressal of grievance

Date 18/08/2008

1. Name of the consumer Ghatlota Reeds Manufacturing Works
2. Full address of the consumer 2, Kurla Industrial Estate, NSIS Road, off LBS Margi, Ghatkopar (W) Mumbai  
Pin code 400086 Phone no. 25094046  
Fax no. 25106232 Email ID Brilliantwater@gmail.com
3. Particulars of connection and consumer no. A/c No. 1026955770, Consumer No. YG06890083  
(Please state nature of connection)  
BOOK NO. E01, Tariff - LTP2, Division - East Zone  
IVR No. 5306890083
4. Distribution licensee Reliance Energy Ltd., Tilaknagar, Road No. 03 Chembur, Mumbai - 400089.
5. Details of the grievance, facts giving rise to the grievance Non-payment of Refund by Reliance Energy Ltd., arising out of excess Billing, due to 'Contract demand' charges, demanded by REL for the period November 2004 to June 2005 [8 months] - Please refer our Letter enclosed herewith  
(If space is not sufficient please enclose separate sheet)
6. Date of original intimation of grievance by the consumer to the distribution licensee 12/07/2005 by Letter. Intimation to Internal Grievance Redressal cell in their prescribed form on 12/7/2008.  
(Internal Grievance Redressal Cell)
7. Remedy provided by the distribution licensee, if any No remedy provided by REL.  
(If remedy has been provided, please enclose relevant communication from the Distribution Licensee)  
A negative reply has been given by Reliance Energy Ltd, after hearing by forum for Redressal of Consumer Grievances (ICR) on 25/07/2008.
8. Nature of relief sought from the forum Help in getting payment of Refund of excess amount Rs. 98063/- [Rupees Ninety Eight Thousand sixty Three only] paid to Reliance Energy Ltd. during the period November 2004 to July 2005  
(Please enclose any proof to support claim, if any)
9. List of documents enclosed  
(Please enclose copies of any relevant documents which support the facts giving rise to the grievance)
  - ① Application for checking record of Contract demand Dt. 12/07/05
  - ② Application for Refund — Dt. 30/08/05.
  - ③ A Letter stating the discrepancy in the Bill for the period of November 04 to June 05 — Dt. 27/10/05
  - ④ A Letter requesting Adjustment/Refund of Excess amount paid during Nov. 04 to June 05
  - ⑤ Reminder e mail, Dt. 2nd June 2006

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/~~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.

For Ghatlia Reeds  
Yours faithfully  
  
.....  
(Signature)

GHATLIA REEDS MANUFACTURING WORKS  
.....  
(Consumer's name in block letters)

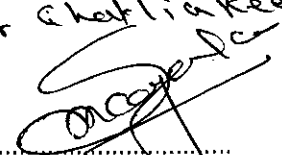
**Nomination**-(If the consumer wants to nominate his/her representative to appear and make submissions on his behalf before the Forum, the following declaration should be submitted.)

I/~~We~~ the abovenamed consumer hereby nominate  
Shri/Smt. Vilas Patil  
who is not an Advocate and whose address is 407, Ashoknagar, Opp. A.T.I. V.N. Puram Marg  
Chunabhatti-Sion, Mumbai - 400022  
.....  
.....

..... 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)

For Ghatlia Reeds  
  
.....  
(Signature of Consumer)

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**Ghatalia Reeds Manufacturing Works**  
Shed 2, Kurla Industrial Estate,  
Nari Seva Sadan Rd., Narayan Nagar, LBS Marg,  
Ghatkopar(W), Mumbai - 400 086.

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18<sup>th</sup> August 2008

To,  
CGR Forum  
Consumer Central Bldge.,  
2<sup>nd</sup> floor, E/4 (ii), MIDC area,  
Andheri(E), Mumbai

Sub : Grievance Redressal

1. Consumer Number: YG06890083
2. Account Number : 902695770

Dear Sir,

We wish to bring to your notice a few lines :

Background : The 'Billing Demand' for consumption of electricity on an average of 95KW has remained same till today. The load was sanctioned by the then BSES before 11 years. Since then we have been getting the bills on monthly basis and which are paid promptly.

For the period November 2004 to June 2005 we received exorbitant bills inclusive of penal charges. These bills were calculated, taking in to consideration, 'Contract Demand'. However we paid these bills every month. Xerox copies of our monthly bills for this period are enclosed herewith along with summery of the bill stating the amount of refund to be paid by Reliance Energy Ltd.,

We brought it to the notice of concerned officers, that the basis taken for computation of the bills by REL was 'Contract Demand' and not the 'Billing Demand'. The word 'Contract Demand' never appeared on the bills sent by either BSES or Reliance Energy Ltd., since the connection of the supply before 11 years the word 'Billing Demand' appeared on the bills. Xerox copies of our letters are enclosed herewith for the reference.

The officers of our company met the officers of REL and discussed the issue from time to time. Our officers requested for the refund of excess payment whenever they discussed the issue with the concerned officers of REL.

Till date no concrete and positive solution has been offered by REL with regards to refund of excess payment made during the period Nov.04 to June 05.

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REL conveyed that the information confirming the contract demand as required in view of MERC order dated 18<sup>th</sup> August 2004 was not given by us in time and that was the reason for billing on higher side.

We state that the concept of 'Contract Demand' was new to us as we were used to the concept of 'Billing Demand' appearing on every monthly bill. We are surprised that as to how REL has collected the information about the 'Contract Demand'.

We further state that due to some lapse the information of the exact demand could not reach the REL office in the stipulated time.

We never wanted to complain against REL. We have always been requesting REL to consider the facts sympathetically and arranged to refund the amount of excess billing standing to the tune of Rs.98063/-.

Ours is a small scale unit and non payment of refund by REL has hampered our business activities.

We request the CGR Forum to kindly consider the above facts and advise REL to arrange for the refund as mentioned above.

Thanking you,  
For Ghatalia Reeds Manufacturing Works

  
18/08/08

Encl: As Above ,