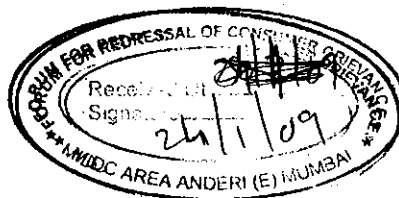


**RELIANCE INFRASTRUCTURE LTD.**  
**FORUM FOR REDRESSAL OF CONSUMER GRIEVANCES.**

(to be submitted along with schedule A)

Case No. 22/2508

|    |                                                                                                                                   |                                                             |
|----|-----------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| 1  | Name of the Applicant:-<br>(in block letters)                                                                                     | KHAN ABDUL KADAR N. ALI.                                    |
| 2  | Contract Account/Application No                                                                                                   | 102019536.                                                  |
| 3  | Division                                                                                                                          | EAST                                                        |
| 4  | Tariff Category<br>(LT1, LT2.....)                                                                                                | LT1.                                                        |
| 5  | Category (Residential, Commercial,<br>Industrial)                                                                                 | RESIDENTIAL                                                 |
| 6  | Nature of Complaint.<br>(Excess Billing, Supplimentary bills,<br>Tariff change....)                                               | DEBIT OF RS.6485 OF MARCH<br>2005                           |
| 7  | Disputed Amount                                                                                                                   | Rs. 6485=00.                                                |
| 8  | No. & Date of First Complaint                                                                                                     | 20-09-2008.                                                 |
| 9  | Is the Amount charged U/s<br>126/135 of Electricity Act.( i.e. for<br>Unauthorized use of Electricity or<br>Theft of Electricity) | NO.<br>NOT APPLICABLE.                                      |
| 10 | Date of registering of Complaint with<br>Rlnfra and with Name & Designation<br>of the concerned Officer.                          | 20-09-2008                                                  |
| 11 | Name & Designation of the Officer<br>Contracted give details of the<br>discussion and Orders issued.                              | NOT APPLICABLE.                                             |
| 12 | Action take up by Rlnfra in<br>mitigating the Grievance and letter<br>thereof                                                     | NO ACTION TAKEN.                                            |
| 13 | Date of intimation to Internal<br>Grievance Redressal cell of Rlnfra                                                              | 10-10-2008                                                  |
| 14 | Date of Acknowledgement given by<br>Internal Grievance Redressal cell<br>of Rlnfra.                                               | 13-10-2008                                                  |
| 15 | Name & Designation of Rlnfra<br>Internal Grievance Redressal cell<br>Officer.                                                     | Mrs. P. B. NIRALAY.                                         |
| 16 | Letter from Internal Grievance<br>Redressal cell of Rlnfra stating the<br>action taken by Rlnfra in respect of<br>the Grievance   | 30-12-2008.<br>TO PAY THE DEBITED AMOUNT<br>OF RS. 6485=00. |
| 17 | Any other matter you like to state<br>regarding grievances redressal by<br>Rlnfra                                                 | TO WITHDRAW THE SAID<br>DEBITED AMOUNT OF RS. 6485=00       |



✓ 2

SCHEDULE A.

Application to CGR forum for redressal of grievance.

Dt. 19/01/2009.

1. Name of the consumer.

Khan Abdul Kadar N Ali.

2. Full address of the consumer.

Plot no.12, 676 Lotus colony, Govandi,  
Mumbai - 400 043.

Phone no. 9821468019.

3. Particulars of connection and consumer no.

Residential Single phase meter Tariff LT I.

Consumer no. (Account no.) 102019536.

4. Distribution Licensee.

Reliance Infrastructure Ltd. (Reliance Energy Ltd).

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

In the Electric bill for the month of August 2008 the bill amount payable was Rs.6760=00, in which Rs.6485=00 was mentioned as adjustments of what adjustments was not mentioned, nor any details were given.

On enquiry neither the Customer Care department nor recovery department, cash department were able to furnish the details regarding the said adjustment, except that the said adjustment pertains to the month of March 2005.

On further enquiry none could give any satisfactory reply or could substantiate the said debit by any document or record.

6. Date of original intimation of grievance by the consumer to the distribution licensee.

1. Letter dated 20/09/2008.

2. I.G.R. cell form A' dated 10/10/2008.

7. Remedy provided by the distribution licensee, if any.

No remedy provided by the distribution licensee and the I.G.R. cell.

8. Nature of relief sought from the forum.

In view of above I pray to the Chairman CGRF for the following.

To instruct Reliance Infrastructure Ltd to withdraw Rs.6485=00 it has debited in my electric bill as this amount is not applicable to me under the provisions of section 56(2) of the Electricity Act 2003.

To award compensation of Rs.25000=00 in favour of the consumer for the harassment, mental torture and agony.

Any other and further relief or order in the nature and circumstances of the case.

9. List of documents enclosed.

1. Electricity Bill.
2. Letter to Rinfra dated 20-09-2008.
3. I.G.R. cell application dated 10-10-2008.
4. Rinfra I.G.R. cell reply dated 30-12-2008.

10. Declaration.

- a. I the consumer hereby declare that:
  - i. The information furnished hereinabove is true & correct;
  - 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 concerned with the subject matter to the best of my/ our knowledge.
- d. The subject matter of my/ our Grievance had 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,

*A. Qader*

(KHAN ABDUL KADAR N ALI).

NOMINATION.

I, the above named consumer hereby nominate Shri Khalid Khatri who is not an Advocate and whose address is, 1 st floor, 18, Kazi Street, Mumbai - 400 003. 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

*Ali*

(Signature of Representative)

*A. Qader*

(Signature of Consumer).