

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

(to be submitted along with schedule A)

Case No. 7/2010

1. Name of the Applicant: (SMT) TARA RAMANAND ANCHAN  
(In block letters)
2. Contract Account/Application No.: 102332738
3. Division: CHEMBUR, MUMBAI - 400071
4. Tariff Category (LT I, LT II.....): LT-1
5. Nature of Complaint: UNAUTHORISED NAME CHANGE IN ELECTRICITY BILL AND CREATION OF THIRD PARTY RIGHTS (Excess Billing, Supplementary bills, Tariff change....) IN PREMISES BY REL&NL
6. Disputed amount: NIL
7. No. & Date of First Complaint: 5TH JUNE 2008
8. Is the Amount charged U/s 126/135 of The Electricity Act, 2003. (i.e. for unauthorized use of Electricity or Theft of Electricity)  
NO
9. Date of registration of Complaint with Rinfra and with Name & Designation of the concerned Officer. LETTER DT. 05/06/2008 ADDRESSED TO REL, LETTER DT. 16/06/2008 TO MR. SANDAL PANDIT BEARING DEPT REL CHEMBUR AND LETTER DT. 20/02/2009 ADDRESSED TO THE CHAIRPERSON, REL, MUMBAI-55 (PHOTO COPIES)
10. Name & Designation of the officer contacted & give details of the discussion and orders issued: ENCLOSED  
NO REPLY RECEIVED FOR ANY OF ABOVE LETTERS AND AS SUCH NO REL OFFICIAL IS CONTACTED BY ME.
11. Action taken by Rinfra in mitigating the grievance and letter thereof:  
NIL
12. Date of intimation to Internal Grievance Redressal Cell of Rinfra: 15/06/2010
13. Date of acknowledgment given by Internal Grievance Redressal Cell of Rinfra: 15/06/2010
14. Name & Designation of Rinfra Internal Grievance Redressal cell officer:  
MRS. POORNIMA NIBALAY, DGM, REL, CHEMBUR, MUMBAI
15. Letter from Internal Grievance Redressal cell of Rinfra stating the action taken by Rinfra in respect of the grievance: LETTER No - ECR-955/102332738/PBH/2010 DT. 10/08/2010 OF MRS. P. B. NIBALAY DT. 10/08/2010 IS ENCLOSED.
16. Any other feedback regarding Grievance Redressal Cell of Rinfra:  
MY LETTER DT. 26/08/2010 IS ENCLOSED CHARITING REL. HEARING PROCEEDING ON 03/08/2010 AT REL-CHEMBUR AND LETTER DT. 10/08/2010 OF MRS. P. B. NIBALAY, DGM.

APPLICATION IS (2)  
SUBMITTED IN SIX  
SETS EACH HAVING 37 PAGES  
ONLY MARKED.

### SCHEDULE A

Application to forum for redressal of grievance

Date: 26 AUG 2010

1. Name of the consumer: TARA RAMANAND ANCHAN

2. Full address of the consumer: A-201 OM VAIXUNTH CHS LTD  
2ND FL NR SV HIGH SCHOOL SINDHE SOCIETY  
CHEMBA, MUMBAI

Pin code: 400071 Phone no.: 9324714713 C/O MRS. ANCHAN

Fax no.: \_\_\_\_\_ Email ID: \_\_\_\_\_

3. Particulars of connection and consumer no. ACCOUNT NO - 102332738 OF  
*(Please state nature of connection)* MRS. TARA ANCHAN AND 105109989 OF MR.  
SAATOSH KHANNA

4. Distribution licensee: BEJANCE ENERGY LTD & BEJANCE  
INFRASTRUCTURE LTD.

5. Details of the grievance, facts giving rise to the grievance UNAUTHORIZED NAME  
*(If space is not sufficient please enclose separate sheet)*  
CHANGE IN ELECTRICITY BILL AND CREATION OF THIRD PARTY  
RIGHTS BY BIL & AIL IN 87283; M.S. BLDG AND FL, CHEMBA  
CAMP, CHEMBA MUMBAI

6. Date of original intimation of grievance by the consumer to the distribution licensee \_\_\_\_\_  
*(Internal Grievance Redressal Cell)* 15TH JUNE, 2010

7. Remedy provided by the distribution licensee, if any NO REMEDY IS PROVIDED. REFER  
LETTER NO. ECR-955/102332738/PBN/2010 DT. 10/08/2010  
OF MRS. P.B. HIRBOLY DT. 10/08/2010.

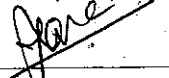
8. Nature of relief sought from the forum RESTORATION OF NAME OF  
*(Please enclose any proof to support claim, if any)* ~~MRS.~~ MRS. TARA ANCHAN IN  
ELECTRICITY BILL

9. List of documents enclosed SEPARATE SHEET IS ENCLOSED AS AN ANNEXURE  
*(Please enclose copies of any relevant documents which support the facts giving rise to the grievance)*

10. Declaration

- a. I/ We , the consumer /s herein declare that:
- i. the information furnished herein above 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

  
(Signature)

(SMT) TARA R ANCHAN

(Consumer's name in block letters)

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

I/We the above named consumer hereby nominate

Shri/Smt RAMANAND S ANCHAN (HUSBAND)

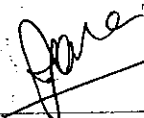
who is not an Advocate and whose address is A 201, OM VAIKUNTH CH. S RD (AND FL.), NEAR SWATI VEVEKANAND HIGH SCHOOL, SHANTI SOCIETY, CHERBUR, MUMBAI - 400071, EM - 93 24 7147137

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

R. S. Anchan

(Signature of Representative)



(Signature of Consumer)